



2018 ANNUAL REPORT

ARKANSAS DEPARTMENT
OF WORKFORCE SERVICES

adws



Arkansas Department
of Workforce Services

2 Capitol Mall | P.O. Box 2981 | Little Rock, AR 72203
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:
DWS.Arkansas.gov • Discover.Arkansas.gov
ARJobLink.Arkansas.gov • CareerWatch.org



FROM THE DIRECTOR



As Director of the Arkansas Department of Workforce Services, I'm pleased to present the agency's 2018 Annual Report. The following pages highlight the year's accomplishments and describe the agency's major sections. ADWS has many moving parts, but as you read this report, you will see that we all work towards a common goal: creating a state-of-the-art talent delivery system that meets the ever-evolving needs of Arkansas's workforce.

In my four years as ADWS Director, there have been many obstacles to overcome, deeds to honor and feats to celebrate. Through it all, Arkansas's economy has grown, thousands of jobs have been added and total employment hit all-time highs. This year we faced a new set of challenges but achieved new levels of success and progress. For the entirety of 2018, the state's unemployment rate remained below that of the nation with an annual average rate of 3.7%.

I am extremely proud of what this agency has accomplished, but we did not do it alone. In 2018, collaboration across agencies was incredible. On behalf of the Department of Workforce Services, I want to extend my sincere gratitude to our partners and stakeholders for their many contributions to this shared success.

ADWS will continue to collaborate with its partners and work closely with employers and jobseekers to develop initiatives and offer effective programs and services to enrich the economic growth of Arkansas.

Together, we are preparing today's workforce for tomorrow's careers.

Sincerely,

A handwritten signature in black ink that reads "Daryl E. Bassett". The signature is fluid and cursive.

Daryl E. Bassett

THE AGENCY



VISION

To strengthen the economic well-being of all Arkansans and their communities

MISSION

To enable Arkansas's workforce to compete in the global economy by linking a comprehensive array of services for employers and job seekers

WORKFORCE AT A GLANCE

+1.1% YEAR OVER ANNUAL JOB GROWTH

3.7% ANNUAL AVERAGE UNEMPLOYMENT RATE

1,351,496 ANNUAL AVERAGE LABOR FORCE

57.8% ANNUAL AVERAGE LABOR FORCE PARTICIPATION RATE

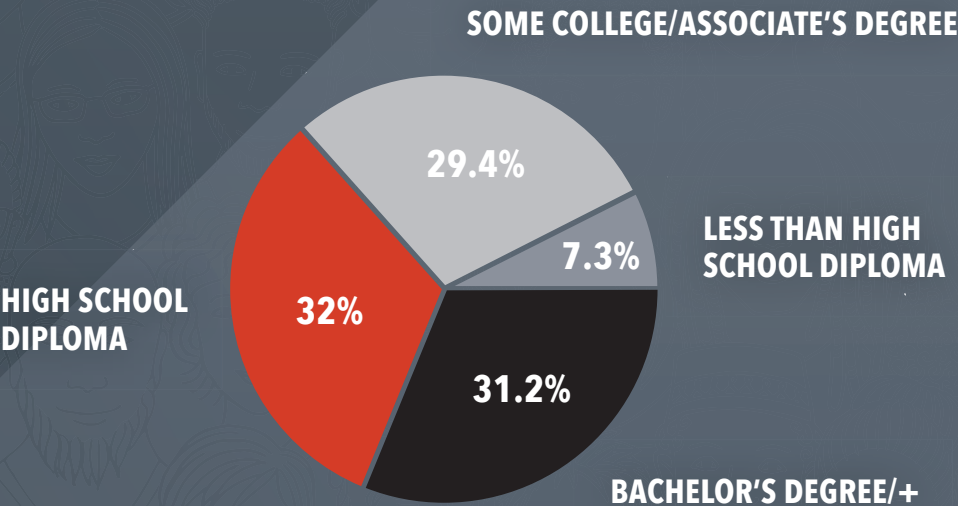
+2.3% YEAR OVER ANNUAL AVERAGE WAGE GROWTH

TOP THREE INDUSTRIES FOR ANNUAL AVERAGE GROWTH AT SUPER SECTOR LEVEL

- OTHER SERVICES +5.7%
- MANUFACTURING +2.0%
- FINANCIAL ACTIVITIES +1.7%

LABOR FORCE EDUCATION LEVELS

(percent of Labor Force aged 25 and over)



JOB SEEKER SERVICES

Unemployed and underemployed individuals transform into job seekers the moment they walk through the doors of an Arkansas Workforce Center. Job seeker services exist to ensure that every Arkansan has an equal opportunity to find and maintain gainful employment, no matter the circumstances. Ultimately, these services decrease an individual's need for unemployment insurance and reduce their dependency on other government benefits. With access to a variety of supportive services at the Arkansas Workforce Centers, job seekers can make informed decisions and take appropriate actions to achieve their career goals.



**JOB SEEKER SERVICES EXIST TO ENSURE
THAT EVERY ARKANSAN HAS AN EQUAL
OPPORTUNITY TO FIND AND MAINTAIN
GAINFUL EMPLOYMENT.**



Job-seeker services are not limited to the unemployed; these services are available to anyone who is looking for a job or wants to find a better one. To best serve Arkansas's diverse population of workers, ADWS collaborates with a variety of state, local, and community-based partners. Together, these organizations provide comprehensive assistance to job seekers of all backgrounds, in all corners of the state.



ARKANSAS WORKFORCE CENTERS

**THE ARKANSAS WORKFORCE
CENTERS ARE THE GATEWAYS
TO JOB SERVICES AND
WORKFORCE DEVELOPMENT
PROGRAMS IN OUR STATE.**



With 33 Arkansas Workforce Centers located strategically throughout the state, representatives are available to help employers and job seekers find the best resources and services to meet their needs.

The Arkansas Workforce Centers represent Arkansas's version of the American Job Centers. They are designed to provide universal access to an integrated array of services so that workers, job seekers, and businesses can find the services they need in one stop, and frequently under one roof.

All Arkansas Workforce Centers offer a consistent line of resources for employers and job seekers. However, the full menu of services may vary from center to center, as each site can tailor the additional services it offers to meet the specific needs of employers and job seekers in its community.

At the Arkansas Workforce Centers, customers receive services on three levels:

1. Self-service in the resource rooms
2. Intensive services and career counseling
3. Training and skill-building for those who qualify

Customers can search and apply for jobs online in the AWC resource rooms. These rooms are equipped with computer stations, Internet, printers, copiers, fax machines, phones, and staff to assist as needed.

Workforce specialists assist individuals who require or request personal assistance and intensive services. In one-on-one meetings, staff interview and assess clients to determine specific needs and eligibility for programs. Workforce specialists also provide career counseling and work with job seekers to develop customized employment plans based on their current skill sets, professional experience, employment history, cost of living, and personal goals.

ARKANSAS JOB LINK

Arkansas Job Link is the state 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 resumes 24/7.

AJL 2018 CALENDAR YEAR:

- **113,654 STAFF-ASSISTED JOB-SEEKER REGISTRATIONS**
- **5,438 STAFF-ASSISTED VETERAN REGISTRATIONS**
- **7,856 EMPLOYER CONTACTS**
- **9,590 EMPLOYER JOB ORDERS**



OCCUPATIONAL SKILLS ASSESSMENTS



**ADWS CUSTOMERS COMPLETED
25,175 OCCUPATIONAL SKILLS
ASSESSMENTS IN 2018.**

Occupational skills assessments lay the foundation for productive job searches and help workforce specialists find qualified candidates for local employers.

At the Arkansas Workforce Centers, job seekers and workforce specialists use an online occupational skills-assessment tool called TORQ, which stands for Transferable Occupation Relationship Quotient. TORQ matches qualified job seekers with local employers using 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 determined to expand this initiative by providing TORQ skills assessments to participants in every ADWS program. Since the TORQ program launched, more than 200,000 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.

VETERANS SERVICES

Veterans seeking employment are ideal candidates for employers. They often already have the skills and characteristics employers are looking for: discipline, teamwork, problem-solving, working under pressure, and loyalty. However, the complexities accompanying transition from military to civilian life can make securing employment a challenge for veterans. ADWS strives to eliminate those barriers while effectively matching veterans with the right employers and employers with qualified veterans.

In 2018, ADWS continued to meet the employment needs of our state's veteran population with actual veteran staff members. Veteran representatives exclusively serve veterans, eligible persons, and transitioning service members and are familiar with the full range of job placement and training services available.

The U.S. Department of Labor's Jobs for Veterans Grant provides the funding for these veteran staff positions, making it possible for ADWS to offer such targeted services. There are two types of positions funded through the grant: Local Veterans Employment Representatives and Disabled Veterans Outreach Program representatives. The LVER's efforts are concentrated on conducting outreach, communicating with local employers, and advocating for veterans. They work closely with new and existing members of the business community in the areas they serve. DVOP specialists provide intensive services to meet the employment needs of disabled veterans and other eligible veterans, with maximum focus on serving those who are economically or educationally disadvantaged. A directory of veterans' representatives throughout Arkansas is available on the ADWS website.

IN 2018, ADWS SERVED 11,717 VETERANS AND OTHER ELIGIBLE PERSONS, WITH A TOTAL OF 1,742 VETERANS ENTERING EMPLOYMENT DURING THE YEAR.



CAREER READINESS CERTIFICATE

ADWS and partner state agencies implemented the Arkansas Career Readiness Certificate program as part of the Governor's Workforce Cabinet in January of 2008.

The CRC is a nationally accredited, portable credential that gives employers and career seekers a uniform, standard, objective measure of key workplace skills. All issued CRCs are assigned state and national identification numbers, making the recipient's CRC recognizable nationwide. Taking the CRC is free of charge to Arkansas residents and all issued CRCs are signed by the Governor of Arkansas and the ADWS Director.

The first step to obtaining a CRC is to successfully complete the WorkKeys Curriculum, a pre-WorkKeys instructional test that helps prepare individuals for the three ACT WorkKeys 2.0 assessments. After completing the WorkKeys Curriculum, individuals must pass the rest of the assessments with a minimum score of three. The CRC is issued at four levels: Bronze, Silver, Gold and Platinum.

**TOTAL CAREER
READINESS
CERTIFICATES
ISSUED IN 2018:**

4,022

PLATINUM:	405
GOLD:	904
SILVER:	1,464
BRONZE:	1,249

CAREER READINESS CERTIFICATE ASSESSMENTS

1. Applied Math

The Applied Math assessment measures critical thinking, mathematical reasoning, and problem-solving techniques for situations that actually occur in today's workplace. While individuals may use calculators and conversion tables to help with the problems on the assessment, math skills are still needed to think them through.

2. Graphic Literacy

Workplace graphics come in a variety of formats, but all communicate a level of information. From charts to graphs, diagrams to floor plans, identifying what information is being presented and understanding how to use it are critical to success. The Graphic Literacy assessment measures the skills needed to locate, synthesize, and use information from workplace graphics.

3. Workplace Documents

Employees need to be able to understand written text to do a job. The Workplace Documents assessment measures the skills people use when they read and use written text such as memos, letters, directions, signs, notices, bulletins, policies, and regulations on the job.



ACT WORK READY COMMUNITIES



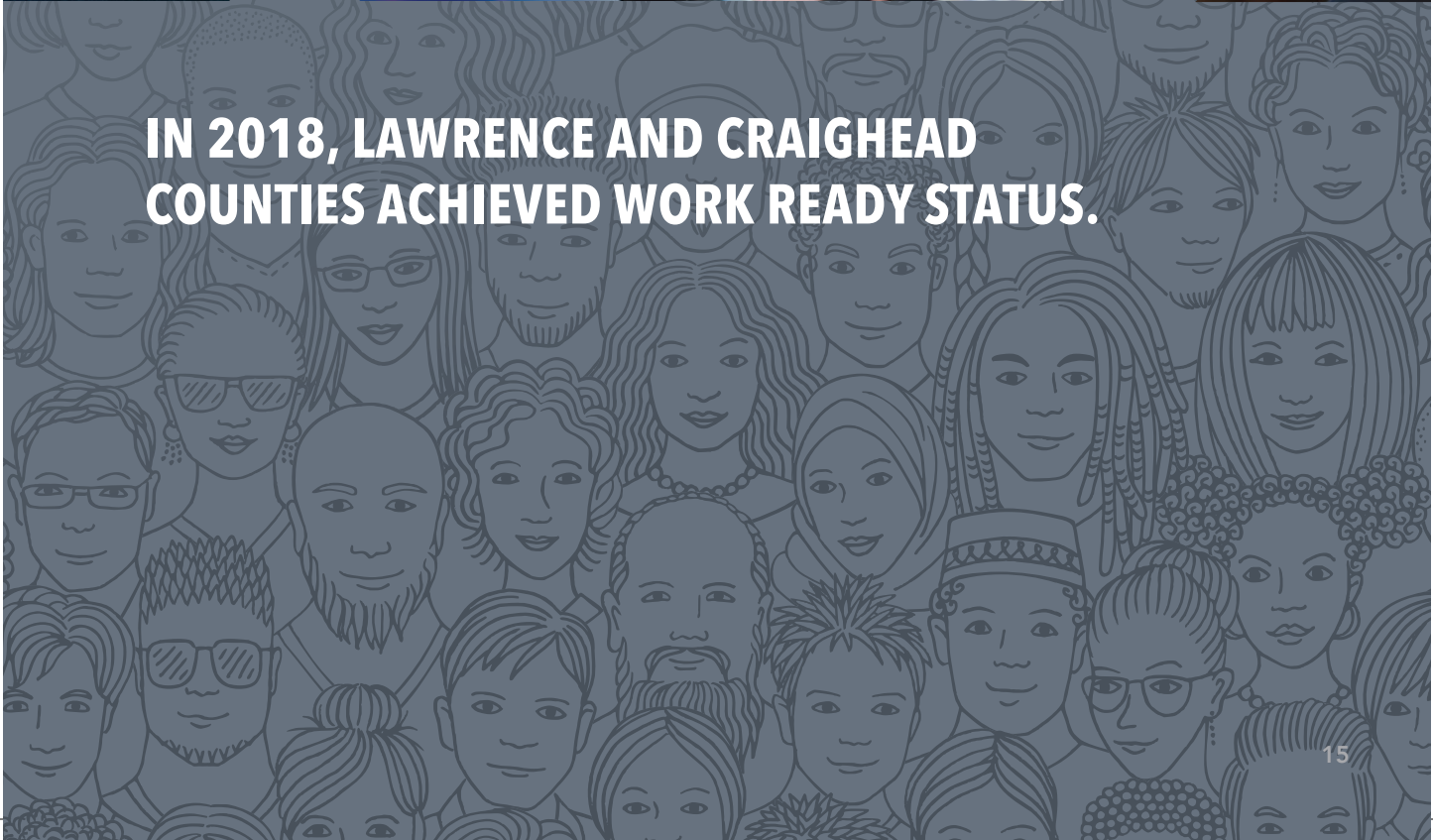
ACT Certified Work Ready Communities (CWRC) empowers counties and states with process, data and tools deployed in a common workforce development framework to drive economic growth by certifying counties as work ready communities when established goals are attained.

In Arkansas, Ashley, Bradley, Desha, Drew, Chicot, Clay, Craighead, Crittenden, Cross, Greene, Lawrence, Lee, Lincoln, Mississippi, Phillips, Poinsett, Randolph, and St. Francis counties are taking part in a county-led initiative to directly engage with the ACT CWRC effort. They are pioneers in leading this initiative in Arkansas.

The common criteria are based upon the ACT WorkKeys National Career Readiness Certificate (ACT WorkKeys NCRC) and business engagement to create a community-based workforce development process that links, aligns and matches the county's workforce development efforts to the needs of business and industry. The ultimate goal is for all participating counties to achieve certified work ready status.



**IN 2018, LAWRENCE AND CRAIGHEAD
COUNTIES ACHIEVED WORK READY STATUS.**



DISLOCATED WORKER TASK FORCE



The Governor's Dislocated Worker Task Force was established in 1983 to address the needs of communities and individuals affected by worker dislocation. It engages the resources of the Arkansas Department of Workforce Services, area health services, the U.S. Department of Labor, the Arkansas Economic Development Commission (AEDC), the Workforce Innovation and Opportunity Act (WIOA) and other agencies, as appropriate, to meet the needs of dislocated workers and employers.

The Task Force identifies permanent closings and substantial workforce reductions in advance. Upon receiving notice of

a closure or workforce reduction, the Task Force immediately contacts the company to schedule a community meeting with local elected officials and business leaders. Together, they develop an action plan to assist all individuals that will be affected by the closure or workforce reduction.

Worker Assistance Workshops are conducted by representatives of local and state agencies to inform affected workers of available resources, including education and training opportunities, unemployment insurance, social service programs, credit counseling, insurance options, and reemployment resources.

REEMPLOYMENT SERVICES UNIT

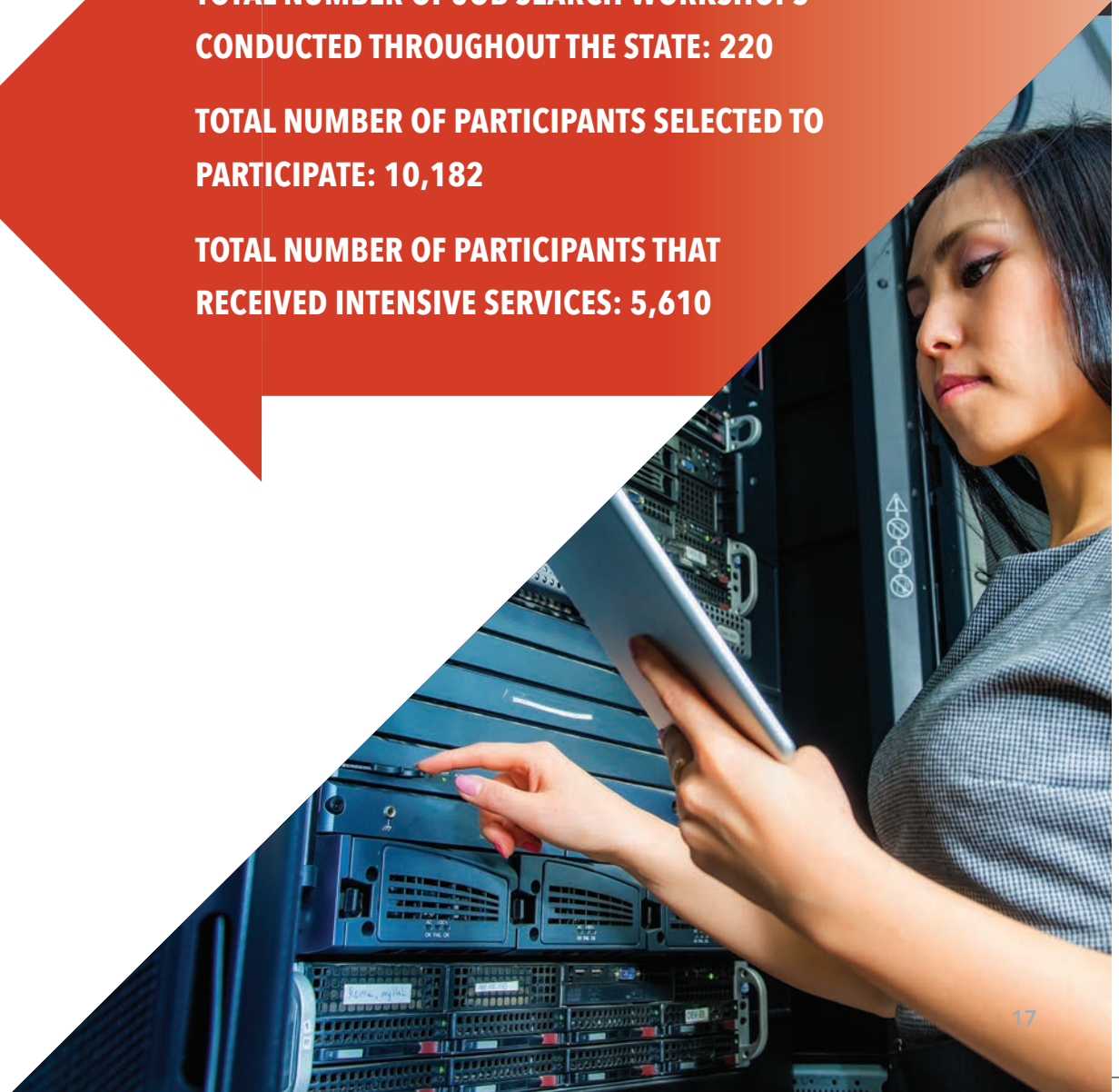
The Reemployment Services and Eligibility Assessments (RESEA) program uses demographic data to mathematically identify unemployment insurance claimants that are likely to exhaust UI benefits before acquiring gainful employment. The program is designed to encourage active participation and completion by these individuals and to keep claimants from exhausting their benefits before finding a job. The RESEA unit provides additional assistance and requires completion of a job-search workshop to maintain UI benefits.

Selected job search workshop participants are UI recipients identified as requiring intensive services to promote successful returns to the workforce. Intensive services may include comprehensive skills assessments, in-depth evaluations to identify employment barriers, individual counseling, and career planning.

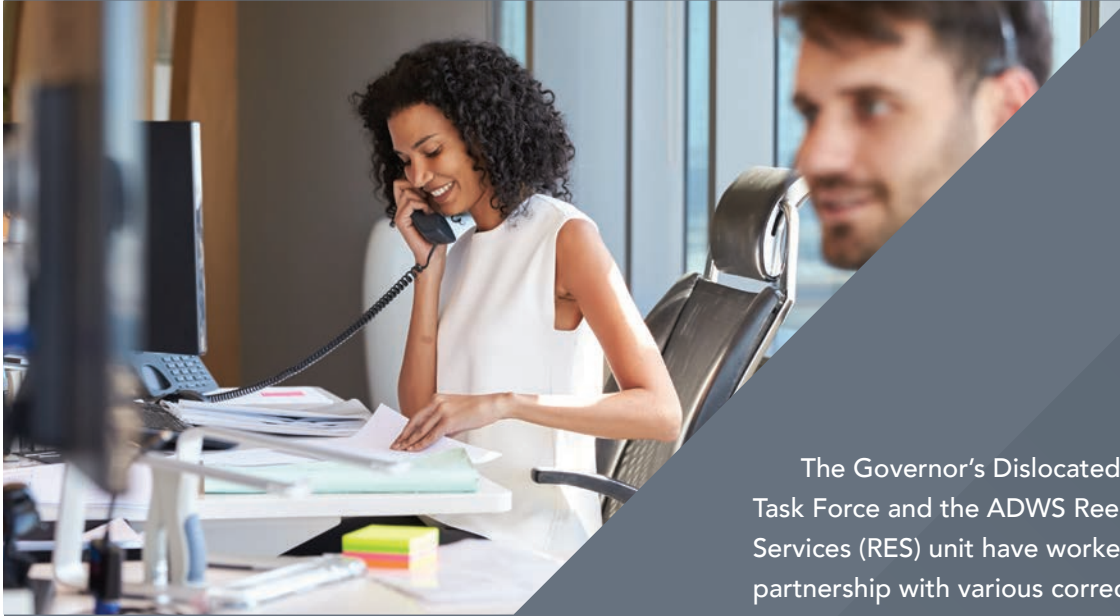
**TOTAL NUMBER OF JOB SEARCH WORKSHOPS
CONDUCTED THROUGHOUT THE STATE: 220**

**TOTAL NUMBER OF PARTICIPANTS SELECTED TO
PARTICIPATE: 10,182**

**TOTAL NUMBER OF PARTICIPANTS THAT
RECEIVED INTENSIVE SERVICES: 5,610**



REENTRY INITIATIVES



The Governor's Dislocated Worker Task Force and the ADWS Reemployment Services (RES) unit have worked in partnership with various correctional facilities throughout the state since 2012. ADWS staff provides employment and reentry guidance to the inmate population. Reentry initiatives target those who are transitioning into the workforce, in addition to serving individuals who are currently incarcerated.



IN 2018, 53 JOB SEARCH WORKSHOPS WERE CONDUCTED BY RES AND TASK FORCE STAFF, ASSISTING 1,446 RETURNING CITIZENS, PAROLEES, AND PROBATIONERS.

DURING NATIONAL REENTRY WEEK, APRIL 22-28, 2018, ADWS STAFF AND THE GOVERNOR'S DISLOCATED WORKER TASK FORCE SUPPORTED MORE THAN 20 EVENTS DESIGNED TO HELP PREPARE INMATES FOR RELEASE.

PILLARS OF EXCELLENCE COMMUNITY PROVIDER AWARD

Arkansas Community Corrections (ACC) awarded its 2018 ACC Pillar of Excellence Community Provider Award to the Arkansas Department of Workforce Services for its services and continued cooperation providing workforce assistance to inmates and support staff. This award is given to: "An organization which promotes positive transformation in residents or offenders serviced by ACC. The provider works tirelessly to create positive sustainable change in offenders in an ACC Residential facility or currently on probation or parole."

ADWS training instructors have been conducting job search workshops and attending ACC job fairs and resource fairs at their units for over five years. These workshops cover a range of topics such as self and career assessments, networking and social networking, and job search basics (job applications, resume preparation, dressing for success, interviewing tips, and self-employment/entrepreneurship). The Governor's Dislocated Worker's Task Force has also regularly permitted use of Mobile Workforce Centers at ACC and Arkansas Department of Corrections (ADC) initiatives allowing the inmates to access Arkansas Joblink to create accounts, look for potential occupations, create resumes, and take CRC pre-assessments. ACC expressed that ADWS has gone above and beyond to assist, always being there whenever they have needed support and services statewide.



AWARD RECIPIENTS ARE ORGANIZATIONS THAT PROMOTE POSITIVE TRANSFORMATION IN RESIDENTS OR OFFENDERS SERVICED BY ACC. THE PROVIDER WORKS TIRELESSLY TO CREATE POSITIVE SUSTAINABLE CHANGE IN OFFENDERS IN AN ACC RESIDENTIAL FACILITY OR CURRENTLY ON PROBATION OR PAROLE.

ADWS ON WHEELS

ADWS owns a fleet of mobile workforce units—RVs equipped with work stations, full internet connectivity, computers, printers, copiers, and JAWS (Jobs Application with Speech) software.

Operated by the Governor’s Dislocated Worker Task Force, the mobile units are transported frequently to communities all across the state. By traveling to meet job seekers and employers where they are,

ADWS is able to increase access to services and supplement local resources. The mobile units are an integral resource addressing worker dislocation and natural disaster-affected areas by providing on-site assistance. Staff transports mobile units upon request to support community events, job fairs, business expos, hiring events, career days, training sessions, and more.



**IN 2018, THE MOBILE UNITS
SUPPORTED 125 EVENTS TO ASSIST
JOB SEEKERS AND EMPLOYERS
ACROSS THE STATE.**

TRADE ADJUSTMENT ASSISTANCE

Trade Adjustment Assistance 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 provides opportunities for trade-affected workers to obtain the skills, resources, and support they need to prepare for and obtain suitable employment. The mobile Arkansas Workforce Centers are frequently used to support these activities.

The TAA program provides income support in the form of weekly cash payments

known as Trade Readjustment Allowances. Trade Readjustment Allowances are income support payments to individuals who have exhausted unemployment compensation and whose jobs were affected by foreign imports as determined by a certification of group coverage issued by the Department of Labor. Reemployment Trade Adjustment Assistance provides wage subsidies to individuals 50 years of age or older, who return to work earning less than their trade-impacted employment.

IN 2018:

- **TAA FIELD PERSONNEL PROVIDED CASE MANAGEMENT SERVICES FOR 348 CLIENTS ACROSS THE STATE.**
- **136 TRADE CLIENTS SUCCESSFULLY COMPLETED TAA APPROVED AND SUBSIDIZED TRAINING PROGRAMS.**
- **\$1,515,075.59 IN TRAINING-RELATED PAYMENTS WAS REMITTED ON BEHALF OF TRADE PROGRAM PARTICIPANTS.**
- **\$10,568.57 IN JOB SEARCH AND/OR RELOCATION PAYMENTS WAS REMITTED ON BEHALF OF TRADE PROGRAM PARTICIPANTS.**
- **\$2,214,744 IN TRA PAYMENTS WAS REMITTED TO TAA CLIENTS.**
- **\$138,468.85 IN REEMPLOYMENT TRADE ADJUSTMENT ASSISTANCE PAYMENTS WAS REMITTED ON BEHALF OF TRADE PROGRAM PARTICIPANTS.**



LABOR MARKET INFORMATION

DISCOVER ARKANSAS LMI PORTAL

ADWS is responsible for disseminating Arkansas Labor Market Information and making it available to the general public. Arkansas LMI can be accessed online through the Discover Arkansas LMI Portal at discover.arkansas.gov. This web portal helps job seekers make informed, data-driven career decisions and allows employers, economic developers, and researchers to promote stable employment and economic growth across Arkansas.

The LMI department went beyond simply making Arkansas LMI available in 2018 by increasing outreach to let the public know exactly what data is available to them and conducting training sessions on how to use it effectively.

IN 2018, LMI STAFF CONDUCTED 27 TRAINING SESSIONS AND ATTENDED 16 CAREER FAIRS AND CONFERENCES REACHING ANOTHER 3,100 LMI CUSTOMERS.

CUSTOMERS ACCESSED INFORMATION THROUGH THE DISCOVER ARKANSAS LMI PORTAL APPROXIMATELY 675,000 TIMES IN 2018.

On Discover Arkansas, users can search by industry, wage, occupation, employment, and education, as well as browse helpful career resources and publications. The portal can be used to view current employment statistics, in-demand industries and occupations, two- and ten-year job projections, and wage information from the only wage survey done in Arkansas. Discover Arkansas is also the first place monthly unemployment rates are posted for public viewing.

THE LMI DEPARTMENT DISTRIBUTED MORE THAN 211,000 PRINT AND ELECTRONIC PUBLICATIONS IN 2018.

CAREER WATCH ARKANSAS

The LMI department produces Career Watch Arkansas magazine, an annual publication containing profiles of Arkansas occupations. These profiles include job descriptions, average pay, job-growth rates, and information on related education and scholarship opportunities. Career Watch Arkansas is distributed to more than 60,000 high school juniors each year. Additionally, a classroom set is provided to every Arkansas public high school career development teacher.

**CAREER WATCH ARKANSAS WAS VIEWED
ONLINE AT CAREERWATCH.ORG MORE
THAN 27,000 TIMES IN 2018.**

REAL-LIFE ARKANSAS

REAL-LIFE.ARKANSAS.GOV

Real-Life Arkansas is an online lifestyle calculator designed to help students learn how much money they will need to earn to support the kind of lifestyle they may want in the near future. The lifestyle calculator gives three options to help users select the right career for their spending needs:

- 1. Reality check:** Users see what they need to make in a year based on how they buy “stuff” for a sample month.
- 2. Future Salary:** Users enter the amount of money they want to earn and receive information on which occupations pay that amount.
- 3. Occupation Direct:** Users enter an occupation to see how much “stuff” they can buy with the job they have chosen.

- **IN 2018, REAL-LIFE ARKANSAS WAS UTILIZED MORE THAN 55,000 TIMES.**

EMPLOYER SERVICES



ADWS offers a range of services and programs to assist employers with their business needs. The network of Arkansas Workforce Centers is equipped to assist businesses with finding and hiring qualified workers, paying unemployment tax, applying for a tax credit, training new and existing staff, and more. Employers can also access Workforce Center facilities at no cost. Most Arkansas Workforce Centers have the space to accommodate events of all sizes. Rooms are often used to hold training sessions, hiring events, meetings, and even interviews.

In addition to the services that are available at Arkansas Workforce Centers, the Local Workforce Development Areas have established business service teams. The business service representatives develop custom workforce solutions by meeting with employers to assess their pain points. This allows them to assemble the best combination of services to effectively address the employer's specific needs.

WORK OPPORTUNITY TAX CREDIT

The Work Opportunity Tax Credit is a federal tax credit that encourages employers to hire workers from targeted groups. The tax credit is designed to help job seekers gain on-the-job experience, move towards economic self-sufficiency, and help reduce

employer's federal tax liability. In 2018, ADWS certified 34,038 applications out of the 50,916 applications received, resulting in potential tax credits for Arkansas employers in the amount of \$80,921,255.

- **50,916 APPLICATIONS RECEIVED**
- **34,038 APPLICATIONS CERTIFIED**
- **\$80,921,255 IN POTENTIAL TAX CREDITS FOR ARKANSAS EMPLOYERS**



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

- **IN 2018, EMPLOYERS REPORTED 914,086 NEW HIRES IN ARKANSAS.**

RAPID RESPONSE / BUSINESS RETENTION & WORKFORCE TRANSITION

IN CALENDAR YEAR 2018, 52 COMPANIES REPORTED ACTUAL OR ANTICIPATED LAYOFFS OR CLOSURES IMPACTING 4,091 WORKERS (SOME COMPANIES MAY NOT HAVE REPORTED NUMBERS).

When businesses close or lay off workers, the Arkansas Department of Workforce Services, as the lead state agency for the Governor's Dislocated Worker Task Force, can provide immediate on-site Rapid Response services to assist workers facing job losses. Rapid Response is a pro-active, business-focused, and flexible strategy designed for two major purposes:

1. To increase access to resources and provide solutions for companies facing workforce challenges such as talent development, recruitment and retention.
2. To respond to layoff announcements and plant closures by quickly coordinating services and providing immediate aid to companies and their affected workers to ensure rapid reemployment and minimize the negative impact of the layoff.

The Governor's Dislocated Worker Task Force administers all rapid response activities. Task Force representatives work with companies and any employee representative(s) (where applicable) to quickly maximize public and private resources to minimize the disruptions that are associated with job losses on businesses, workers, and communities. The Task Force serves as the primary point of contact with companies experiencing a layoff and coordinates with designated representatives from the local area staff, local One-Stop Center management and business service representatives, the local

Workforce Boards, state and local business and economic development professionals, employer associations and organizations, unions, and local educational institutions.

Rapid Response provides early intervention assistance designed to transition workers to their next employment opportunity as quickly as possible. Contact is initiated with employers and employee representatives upon notification of a current or projected permanent closure or layoff; or immediately after the State is notified of job dislocation as a result of a disaster. Rapid Response services are tailored to each company, based on the needs of the affected employees and includes the local community so a coordinated response can be developed. Activities include the provision of information and access to available employment and training activities.

Rapid Response provides customized services on-site at affected companies, accommodates work schedules, and assists company leadership and affected workers through the painful transitions associated with job loss. Rapid Response information-gathering begins the essential processes for submittal of numerous grant applications and identification of state and local resources to affect layoff aversion wherever possible. Additionally, when circumstances warrant, Rapid Response initiates and assists with the Trade Adjustment Assistance program certification process.

FOREIGN LABOR CERTIFICATION

ADWS administers the Foreign Labor Certification program. The FLC program is designed to ensure that the admission of foreign workers to work in the United States, on a permanent or temporary basis, will not adversely affect the job opportunities, wages, and working conditions of American workers.

ADWS assists the U.S. Department of Labor in certifying two things:

1. There are not sufficient, qualified U.S. workers who will be available to perform the temporary services or labor for which an employer desires to hire foreign workers.
2. The employment of the H-2B worker(s) will not adversely affect the wages and working conditions of U.S. workers similarly employed.



MIGRANT AND SEASONAL FARMWORKER PROGRAM

The Migrant and Seasonal Farmworker program provides a full range of employment services to agricultural employers and migrant, seasonal, or migrant food-processing workers.

**IN 2018, THE MSFW PROGRAM ASSISTED EMPLOYERS
IN AGRICULTURE AND CONSTRUCTION FIND WORKERS
WITH A TOTAL OF:**

• 452 H2A JOB ORDERS SUBMITTED

The H-2A temporary agricultural program allows agricultural employers who anticipate a shortage of domestic workers to bring nonimmigrant foreign workers to the U.S. to perform agricultural labor or services of a temporary or seasonal nature.

• 91 H2B JOB ORDERS SUBMITTED

The H-2B nonimmigrant program permits employers to temporarily hire nonimmigrants to perform nonagricultural labor or services in the United States. The employment must be of a temporary nature for a limited period of time such as a one-time occurrence, seasonal need, peak load need or intermittent need.



ADWS is the lead agency responsible for the implementation of the federal Workforce Innovation and Opportunity Act.

THE ARKANSAS WORKFORCE DEVELOPMENT BOARD

The Workforce Innovation and Opportunity Act, or WIOA, was signed into law in July 2014, after being passed in Congress by a wide bipartisan majority. A reauthorization of the Workforce Investment Act of 1998, WIOA was the first legislative reform of the public workforce system in 15 years.

WIOA calls for the delivery of a broad array of integrated services to individuals seeking jobs or skills training and employers seeking qualified workers. Job seekers and business owners can access a seamless system of high-quality services through coordination of programs, services, and governance structures. WIOA aligns regional economies with Local Workforce Development Boards and encourages relationships among key workforce partners – business leaders, workforce boards, labor unions, community colleges, non-profit organizations, youth-serving organizations and state and local officials – in striving for a more job-driven approach to training and skills development.

The purpose of the Arkansas Workforce Development Board is to convene state, regional, and local workforce system stakeholders and partners. ADWS provides the board staff that facilitates and coordinates the board meetings. Arkansas Workforce Development Board members and meeting details are listed on the ADWS website.

DISCRETIONARY GRANTS

Discretionary grants provide workforce development training opportunities by assisting individuals with job skills training leading to viable employment opportunities. Additionally, these grants provide disaster relief funds for temporary employment clean-up efforts and infrastructure repairs when natural disasters strike.

During 2018, ADWS continued apprenticeship expansion and diversification efforts under USDOL's ApprenticeshipUSA Initiative by working with employers, industry and professional associations, training providers, state agency partners, Local Workforce Development Areas, subject-matter experts, and apprenticeship stakeholders to provide industry workforce solutions.

SINCE 2010, ADWS HAS BEEN AWARDED OVER \$38 MILLION IN DISCRETIONARY GRANT FUNDING TO SUPPORT WORKFORCE DEVELOPMENT ACTIVITIES AND NATIONAL DISASTER RELATED TEMPORARY EMPLOYMENT ASSISTANCE.



APPRENTICESHIPUSA STATE ACCELERATOR GRANT

The ApprenticeshipUSA State Accelerator Grant is a planning grant intended to support governors and their states to build upon existing strategies to expand and diversify Registered Apprenticeship. These strategies include convening key industry representatives, state agency leaders, community college representatives and other stakeholders to form strategic partnerships, and elevate apprenticeship as a workforce solution in both traditional apprenticeship industries (i.e., construction trades) and non-traditional apprenticeship industries (i.e., information technology, healthcare, advanced manufacturing, business services, transportation, etc.).

ADWS worked collaboratively with a broad range of stakeholders in an asset mapping exercise, SWOT analysis, and other data and informational inputs to complete a State Plan for Registered Apprenticeship Expansion and Diversification report (<https://www.dws.arkansas.gov/apprenticeship-news/>) as a deliverable under the grant.

ARKANSAS APPRENTICESHIP PATHWAY INITIATIVE

The Arkansas Apprenticeship Pathway Initiative (AAPI) grant is expanding registered apprenticeship (RA) opportunities in both non-traditional RA industry sectors (e.g., information technology, advanced manufacturing, and others) as well as the traditional RA construction trades. RA offers a career pathway for job seekers to learn a skill and earn good wages while receiving a marketable credential from USDOL.

ADWS is conducting ongoing work with employers, industry associations, professional associations, training providers, and state agency project partners to expand RA awareness and expansion opportunities in high growth in-demand occupational fields. Work under the AAPI grant is producing emerging non-traditional apprenticeships in information technology, finance/banking, health care, and advanced manufacturing occupational fields. The AAPI grant is scheduled to end on September 30, 2020.



ARKANSAS EXPANDS APPRENTICESHIP

The Arkansas Expands Apprenticeship (AREA) grant is leveraging the full complement of ApprenticeshipUSA Initiative awarded grants (i.e. State Accelerator and AAPI) to engage employers and collaborative partners to expand RA opportunities. The AREA grant serves to build upon existing strategies to expand and diversify registered apprenticeship.

ADWS is working with industry, regional Chambers of Commerce, Local Workforce Development Areas, USDOL Office of Apprenticeship, and other collaborative partners to convene Employers Growing Talent through Apprenticeships – Employer Forums at various locations across the State. The purpose of the Forums is to create awareness, interest, and commitment among attending employers regarding utilizing registered apprenticeship as a workforce development tool for growing and retaining talent. Work under the AREA grant includes both traditional apprenticeships in the construction trades as well as non-traditional apprenticeship industries.

ADWS received second-round continuation funding from USDOL for the AREA grant that extends the period of performance through October 31, 2020.

DISASTER NATIONAL DISLOCATED WORKER GRANT- AR-29 (STORMS OCCURRING BETWEEN APRIL 26, 2017 AND MAY 19, 2017)

In June of 2017, the U.S. Federal Emergency Management Agency declared storm impacted counties within the northwest and north central regions as federal disaster areas. ADWS received a total award of \$2,060,000 to fund temporary employment and recovery assistance to assist with storm impacted debris removal and repairs. This grant has received a period of performance extension to June 30, 2019.

ARKANSAS PROMISE

Arkansas PROMISE is a program sponsored by the U.S. Department of Education and the Social Security Administration (SSA) 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 has provided services to youth and their families to support their education and career goals. The grant ended September 30, 2018.

UNEMPLOYMENT INSURANCE



ADWS administers Arkansas's 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 who qualify, and maintains management information systems for filing unemployment insurance claims and fraud detection.

**ARKANSAS'S SEASONALLY
ADJUSTED UNEMPLOYMENT
RATE WAS 3.7% IN
DECEMBER 2018.**

ADWS CLAIMS PROCESSING HOTLINE

For years, UI customers were provided service exclusively through in-person contact with representatives at their local employment office or Workforce Center. To leverage local office staff and evenly disperse the claims-taking workload, UI administration developed the ADWS Claims Processing Hotline in December 2014. By March 2015, the Hotline was officially implemented, permitting Hotline staff to serve claimants filing an initial or additional claim. The UI Hotline has been operative in every local office since February 2016. Later that year, general UI questions were integrated into the Hotline repertoire. The Hotline continues to operate in a "closed" environment, meaning customers can only contact a Hotline representative using a telephone in a customer call station within an ADWS local office or through staff-assisted transfers.

- **NUMBER OF INITIAL, ADDITIONAL AND REOPENED UNEMPLOYMENT INSURANCE CLAIMS TAKEN THROUGH ADWS CLAIMS PROCESSING HOTLINE: 66,283**
- **NUMBER OF GENERAL UNEMPLOYMENT INSURANCE PROGRAM QUESTIONS RESPONDED TO THROUGH THE UI CLAIMS PROCESSING HOTLINE: 124,101**

EMPLOYER UI CONTRIBUTIONS

The payment of state unemployment insurance was introduced in 1935 to help provide economic security for any worker unemployed through no fault of their own.

CALENDAR YEAR 2018

- **TOTAL NUMBER OF EMPLOYERS FILING QUARTERLY WAGE REPORTS: 67,205**
- **FROM THAT TOTAL, THE TOTAL NUMBER OF EMPLOYERS FILING ONLINE QUARTERLY WAGE REPORTS: 49,155**
- **TOTAL AMOUNT OF CONTRIBUTIONS PAID BY EMPLOYERS: \$240,105,893.04**
- **TOTAL AMOUNT OF CONTRIBUTIONS PAID THROUGH THE ONLINE PORTAL: \$70,443,858.18**
- **ARKANSAS'S SEASONALLY ADJUSTED UNEMPLOYMENT RATE IN DECEMBER 2018: 3.7%**
- **AMOUNT OF TRA PAYMENTS WERE REMITTED TO TAA CLIENTS: \$2,214,744**
- **NUMBER OF NEW HIRES REPORTED TO THE SNHD: 914,086**
- **NUMBER OF INITIAL, ADDITIONAL AND REOPENED UNEMPLOYMENT INSURANCE CLAIMS TAKEN THROUGH ADWS CLAIMS PROCESSING HOTLINE: 66,283**
- **NUMBER OF GENERAL UNEMPLOYMENT INSURANCE PROGRAM QUESTIONS RESPONDED TO THROUGH THE UI CLAIMS PROCESSING HOTLINE: 124,101**

UI EMPLOYER SERVICES PORTAL

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.

- **TOTAL AMOUNT OF CONTRIBUTIONS PAID THROUGH THE ONLINE PORTAL: \$70,443,858.18**

REPORT UI FRAUD

UI fraud can be committed by individuals claiming UI benefits and by employers failing to pay UI taxes on wages paid to workers. Help prevent UI fraud by reporting activity online at ww.dws.arkansas.gov or by telephone at 501-682-1058. Your identity will remain confidential.

ARKNET

ARKNET.ARKANSAS.GOV

ArkNet is Arkansas' web-based continued claim application for Unemployment Insurance weekly benefits via the internet.

EZARC

EZARC.ADWS.ARKANSAS.GOV

EZARC (Easy Arkansas Claims) is a web-based application that allows anyone to file an initial or additional claim for Arkansas Unemployment Insurance via the Internet.

DISASTER UNEMPLOYMENT INSURANCE

Disaster Unemployment Assistance (DUA) is a federally-funded program that provides financial assistance and employment services to jobless workers and the self-employed when they are unemployed as a direct result of a major natural disaster.

TEMPORARY ASSISTANCE FOR NEEDY FAMILIES

The Arkansas Temporary Assistance for Needy Families program was created to help families stay together by empowering family leaders with job skills, resources and assistance. With that in mind, TANF serves four primary purposes:

- 1. Provides assistance to needy families so that children can be cared for in their own homes;
- 2. Reduces the dependency of needy parents by promoting job preparation, work and marriage;
- 3. Prevents and reduces the incidence of out-of-wedlock pregnancies;
- 4. Encourages the formation and maintenance of two-parent families.

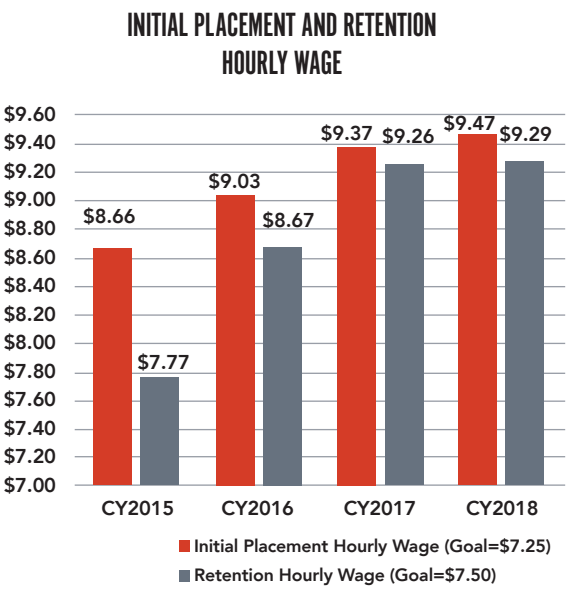
TRANSITIONAL EMPLOYMENT ASSISTANCE

The Transitional Employment Assistance, or TEA, program emphasizes work as the first step toward building a brighter future. Through training, education and work activities, individuals are guided to become self-sufficient. This federally funded program provides time-limited cash assistance to needy families with (or expecting) children. In addition, TEA furnishes parents with work training and other supportive services they need in order to attain permanent self-sufficiency. The TEA program also provides assistance to children being cared for by non-parental guardians.

WORK PAYS

Arkansas Work Pays is a post-employment program that provides assistance to prior participants of the TEA program. Participating families are eligible for the same support

services and assistance as families enrolled in the TEA program and will receive a monthly cash assistance payment. The extra income provided is designed to help families transition to self-sufficiency.



COMMUNITY INVESTMENT INITIATIVE

The Arkansas Department of Workforce Services contracts with organizations to offer services and support to parents, children and youth in their communities. The Community Investment Initiative focuses on improving outcomes for youth; parenting and family functioning; marriage and relationship skills; employment skills; family connections of parents who leave state jails and prisons; and support services to child-only cases in the TEA program.

CAREER PATHWAYS

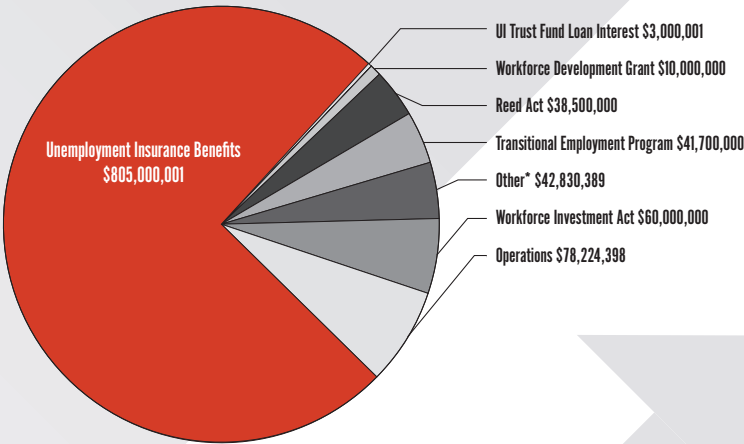
Under the Career Pathways Initiative, Arkansas invests public funds to support the development and implementation of career

pathway programs in the state’s two-year colleges and technical institutions for low-income families. Career Pathway programs provide training in local, high-demand occupations and career fields, in addition to intensive counseling and supplemental services such as child care and transportation assistance.

CAREER PATHWAYS INITIATIVE

Calendar Year	CY2015	CY2016	CY2017	CY2018
Enrollments	4,345	4,577	4,500	4,152
Employability Certificates	1,105	1,667	1,314	1,175
Technical Certificates	444	529	547	556
Associate Degrees	578	542	544	538
Certificates of Proficiency	438	656	566	625
GEDs	10	36	27	15
Other Certificates	488	514	539	378
Total Attainments	3,063	3,944	3,537	3,287

FINANCIAL STATUS



FUNDED APPROPRIATION

GRANTS	SFY2017-2018
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

* Included in the "Other" category in the chart above

UNEMPLOYMENT INSURANCE TRUST FUND DECEMBER 31, 2017

BALANCE, BEGINNING OF YEAR	641,543,866
REVENUES	
Unemployment Insurance Contributions	188,604,866
Reimbursement From Other States	6,178,162
Advanced Interest Proceeds	70,133
FUTA Tax Credits	54,272
Interest Income	16,097,501
TOTAL REVENUES	211,004,934
EXPENDITURES	
Unemployment Benefit Payments	103,077,883
Interstate Benefits	6,795,390
TOTAL EXPENDITURES	109,873,273
Excess (Deficiency) of Revenues Collected Over Expenditures	101,131,661
BALANCE, END OF YEAR	742,674,834