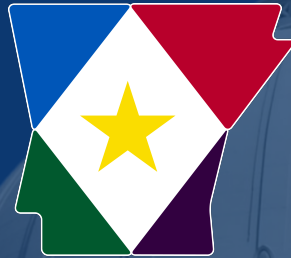


Arkansas Division of  
Workforce Services



# 20 20 ANNUAL REPORT





# WORKFORCE AT A GLANCE 2020



## Top 3 Industries for Annual Average Growth at Super Sector Level

1. Other Services = +5.0%
2. Construction = +1.1%
3. Financial Activities = +0.8%

## Labor Force Education Levels (percent of labor force aged 25 and over)

Less than High School = 5.9%  
High School = 31.7%  
Some College/Associate = 27.2%  
Bachelor's Degree + = 35.2%

**FUNDED APPROPRIATION****GRANTS SFY 2019-2020**

<b>ADWS Legacy</b>	
Unemployment Insurance Benefits	\$5,410,000,000
Training Allowances & Payments	\$29,172,800
Disaster Relief Payments	\$1
Operations	\$67,292,997
Transitional Employment Program-TANF	\$39,583,079
Workforce Innovation and Opportunity Act	\$23,161,172
Payments	
Reed Act Funds	\$3,100,000
UI Trust Fund Interest/Unemployment	\$140,022
Training Allowances & Payments	\$211,677,200
Special Funds	\$10,026,000
Loans to Local Workforce Development Boards	\$1,500,000
Unemployment Insurance Administration Fund	\$1,287,056
ADWS Training Trust Fund	\$3,256,577
Individual Development Account Program	\$141,738
Rainy Day	\$1,114,000
New Hire Registry	\$296,000
<b>Total</b>	<b>\$5,801,748,642</b>
<b>Adult Education</b>	
Adult Education Administration	\$1,102,617
Adult Basic Education	\$552,505
Governor's Commission on Adult Literacy	\$735,010
Adult Basic & General Adult Education	\$19,575,193
GED Testing	\$350,000
Federal Adult Basic Education	\$8,184,549
SNAP E&T	\$976,120
Rural Development	\$125,000
Americorp	\$41,148
TANF	\$1,827,962
<b>Total</b>	<b>\$33,470,104</b>
<b>Grand Total</b>	<b>\$5,835,218,746</b>



# UNEMPLOYMENT INSURANCE TRUST FUND STATUS

JANUARY 1 – DECEMBER 31, 2020

Balance, Beginning of Year	\$846,046,865
Unemployment Insurance Contributions	\$112,867,515
Reimbursement from Other States	\$8,041,508
Advanced Interest Proceeds	\$82,836
FUTA Tax Credits	\$8,106
CARES Act Transfer	\$165,000,000
Interest Income	\$18,091,147
<b>Total Revenues</b>	<b>\$304,091,113</b>
<b>Expenditures</b>	
Unemployment Benefit Payments	\$344,247,941
Interstate Benefits	\$5,591,676
<b>Total Expenditures</b>	<b>\$349,839,617</b>
Collected Over Expenditures	(\$45,748,504)
<b>Balance, End of Year</b>	<b>\$800,298,360</b>





## UNEMPLOYMENT INSURANCE

CY 2020

Unemployment insurance benefits provide temporary cash assistance to those unemployed through no fault of their own. Benefits are funded by employer contributions collected by ADWS.

- **\$416.2M** was paid in regular unemployment insurance benefits.
- **194,375** individuals received regular unemployment insurance benefits.
- **\$0** was paid in Disaster Unemployment benefits.
- **77,068** employers filed quarterly wage reports.
- **70%** of employers that filed quarterly wage reports, filed online.
- Total amount of contributions paid by employers: **\$123,254,499**
- Total amount of contributions paid through the online portal: **\$57,582,907**

### FEDERAL PANDEMIC UNEMPLOYMENT PROGRAMS - CY 2020

Temporary unemployment programs were created by the CARES Act to expand and extend benefits for workers and those not traditionally eligible for unemployment insurance to ensure coverage for the unemployed during the pandemic.

- Regular UI Claims, total benefits paid: **\$416.2M**
- Federal Pandemic Unemployment Compensation: **\$1.6B**
- Pandemic Unemployment Assistance: **\$322.8M**
- Pandemic Emergency Unemployment Compensation: **\$88.3M**
- State Extended Benefits: **\$15.4M**
- Non-Recurring Short-Term Benefits: **\$1.2M**
- Lost Wages Assistance: **\$137M**

## NEW HIRE REGISTRY

CY 2020

Federal and State law requires employers to report newly hired and re-hired employees in Arkansas to the Arkansas New Hire Reporting Center.

- In 2020, employers reported **735,994 new hires** in Arkansas.





## EMPLOYMENT ASSISTANCE

CY 2020

Employment Assistance provides policy development and technical assistance for federally funded employment and training programs. Many of these programs are awarded by formula under the Workforce Innovation and Opportunity Act (WIOA) including Adult, Youth, and Dislocated Worker programs that fund career services, training, and supportive services for eligible participants. Other WIOA programs administered by Employment Assistance include Employment Services authorized under the Wagner-Peyser Act, as amended, and Jobs for Veterans State Grants. Employment Assistance also administers Foreign Labor Certification and provides staffing to the Arkansas Workforce Development Board (AWDB).

### EMPLOYMENT SERVICES

- **239,094** job seekers received employment-related services in CY 2020.

### ARKANSAS JOBLINK – [ARJOBLINK.ARKANSAS.GOV](https://arjoblink.arkansas.gov)

Arkansas JobLink is an online jobsite free to job seekers and employers. Job seekers can create and post resumes, search for employment and training opportunities, and see upcoming job fairs. Employers use Arkansas JobLink to post jobs, look at resumes and search for candidates to fill their positions.

- **32,488** staff-assisted job-seeker registrations in Arkansas JobLink.
- **1,415** staff-assisted Veteran registrations in Arkansas JobLink.
- **1,636** employer contacts were logged in Arkansas JobLink by ADWS.
- **5,311** active job orders entered in Arkansas JobLink by staff and employers.
- **1,591** active employer accounts in Arkansas JobLink.

### VETERANS SERVICES

- **4,433** veterans were served through the Arkansas Workforce Centers.

### CAREER READINESS CERTIFICATES

Successful completion of the ACT WorkKeys® assessments in Applied Math, Graphic Literacy and Workplace Documents can lead to earning a Career Readiness Certificate, which is a nationally accredited, portable credential that demonstrates workplace readiness to employers.

- **2,164** Career Readiness Certificates were issued in Arkansas in CY 2020.
 

Bronze:	541
Silver:	773
Gold:	542
Platinum:	308
<b>Total Certificates:</b>	<b>2,164</b>



## GOVERNOR'S DISLOCATED WORKER TASK FORCE

CY 2020

The Governor's Dislocated Worker Task Force provides Rapid Response services to employers and dislocated workers impacted by permanent business closures and layoffs.

### RAPID RESPONSE

- 89 companies reported actual or anticipated layoffs or closures impacting 10,998 workers. *All companies may not have reported numbers.*

### TRADE ADJUSTMENT ASSISTANCE (TAA)

- TAA field personnel provided case management services for 191 clients.
- 27 TAA clients successfully completed TAA approved and subsidized training.
- \$1,084,594 in training-related payments was remitted on behalf of TAA program participants for CY 2020.
- \$19,895 in job search and/or relocation payments was remitted on behalf of TAA program participants for CY 2020.
- \$814,908 in Trade Readjustment Allowances payments was remitted to TAA clients.
- \$165,488 in reemployment TAA payments was remitted on behalf of TAA program participants in CY 2020.

### REEMPLOYMENT SERVICES AND ELIGIBILITY ASSESSMENTS

- 178 job search workshops were conducted.
- 4,600 individuals were selected to participate in job search workshops.
- 1,789 participants received intensive reemployment services.

### MOBILE WORKFORCE UNITS

- The mobile workforce units supported 32 events to assist job seekers and employers. Due to COVID-19, the mobile units were not dispatched for the majority of 2020.

### REENTRY INITIATIVES

- During National Reentry Week, April 22-26, 2020, Reemployment Services staff, and the Dislocated Worker Task Force supported more than 30 events designed to help prepare inmates for release.
- Reemployment Services staff and the Dislocated Worker Task Force conducted 78 job search workshops assisting 1,464 returning citizens, parolees, and probationers.



## LABOR MARKET INFORMATION

CY 2020

Labor market information is used by statisticians, employers, researchers, economic developers, and institutions of higher education. Information regarding employment, wages, labor market trends and unemployment rates is available on the Discover Arkansas website at [www.discover.arkansas.gov](http://www.discover.arkansas.gov) and in the resource rooms of the Arkansas Workforce Centers.

### DISCOVER ARKANSAS

[www.discover.arkansas.gov](http://www.discover.arkansas.gov)

- Customers accessed information through the Discover Arkansas Labor Market Information portal approximately **348,000** times.
- The Labor Market Information department distributed more than **113,000** print and electronic publications.
- Labor Market Information staff conducted **8** training sessions and attended **3** career fairs and conferences reaching another **2,300** customers.

### REAL-LIFE ARKANSAS

[www.real-life.arkansas.gov](http://www.real-life.arkansas.gov)

- Real-Life Arkansas was utilized more than **42,000** times in CY 2020.

### CAREER WATCH ARKANSAS

[www.careerwatch.org](http://www.careerwatch.org)

- Career Watch Arkansas was viewed online at [www.careerwatch.org](http://www.careerwatch.org) more than **21,000** times in CY 2020.

### TORQ OCCUPATIONAL SKILLS ASSESSMENTS

- In CY 2020, **12,813** Occupational Skills Assessments were conducted statewide.

## WORK OPPORTUNITY TAX CREDIT

CY 2020

The Work Opportunity Tax Credit (WOTC) is designed to help job seekers find employment while also serving as an incentive to employers to hire individuals from certain target groups who consistently experience high rates of unemployment due to a variety of employment barriers.

- Work Opportunity Tax Credit applications received in CY 2020: **54,158**
- Work Opportunity Tax Credit applications certified in CY 2020: **18,348**
- Potential tax credits for Arkansas employers in CY 2020: **\$48,296,200**

## TEMPORARY ASSISTANCE FOR NEEDY FAMILIES

### TANF PROGRAM

The Arkansas Temporary Assistance for Needy Families (TANF) 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 functions:

1. Provides assistance to needy families so that children may be cared for in their own homes or in homes of relatives.
2. Ends the dependence of needy parents on government benefits by promoting job preparation, work and marriage.
3. Reduces the incidences of out-of-wedlock pregnancies.
4. Encourages the formation and maintenance of two-parent families.

### TRANSITIONAL EMPLOYMENT ASSISTANCE (TEA) AND WORK PAYS PROGRAM PARTICIPANTS – STATE FISCAL YEARS (SFY) 2019 AND 2020

Participants	SFY 2019		SFY 2020	
	TEA	Work Pays	TEA	Work Pays
Children	7,748	1,188	6,833	906
Adults	3,154	637	2,798	474
Total	10,902	1,825	9,631	1,380

### WORK REQUIREMENTS – FEDERAL PERFORMANCE

- Federal law requires at least 50 percent of all work-eligible adults receiving TEA benefits to participate in work activities. The TEA program successfully met both its overall two-parent work participation rates for fiscal year 2017, 2018 and 2019, among other states in the nation to reach this important measurement. Although unofficial, ADWS - TANF is expected to meet both the overall and two-parent work participation rates for FY 2020.

### PROGRAM HIGHLIGHTS

- The Arkansas Alliance of Boys & Girls Clubs, Inc. served **36,018 youth** utilizing TANF funding during the SFY 2020 awarded grant, which ended June 30, 2020.
- Arkansas Better Chance (ABC) Program provided comprehensive childcare services to **3,616 children** during this reporting period. *Act 937 of 2011 requires ADWS-TANF to transfer TANF funding of \$7,500,000 to the Department of Education for the ABC program. These resources provide comprehensive childcare services to pre-school children ages 3-5 at state-licensed childcare centers.*

- **The Jobs for Arkansas Graduates (JAG) Program** served **2,872 students** utilizing TANF Funding in SFY 2020. *JAG's mission is to assist at-risk and disadvantaged youths to encourage them to graduate high school (or to receive a GED) and thereafter find and keep quality employment through a state-supported school-to-work transition program. Along with academic support, JAG also provides work-based learning experiences that will lead them to further education and training and rewarding careers.*
- **Arkansas Career Pathways Initiative (CPI)** is a post-secondary program led by the Arkansas Division of Higher Education in conjunction with ADWS and is fully supported by TANF funding. CPI has programs at all state two-year colleges and three technical institutions. The average student age is 31, 90% are female, with 58% being single parents.

### Arkansas Career Pathways Initiative

Calendar Year	CY2017	CY2018	CY2019	CY2020
Enrollments	4,500	4,152	4,148	<b>3,417</b>
Employability Certificates	1,314	1,175	933	<b>642</b>
Technical Certificates	547	556	615	<b>509</b>
Associate Degrees	544	538	619	<b>610</b>
Certificate of Proficiency	566	625	509	<b>391</b>
GEDS	27	15	18	<b>4</b>
Other Certificates	539	378	163	<b>93</b>
Total Attainments	3,537	3,287	2,857	<b>2,249</b>

- **The Arkansas Foodbank established the Emergency School Pantry Program** using TANF funding during the 2020 fiscal year in partnership with five other Feeding America foodbanks in Arkansas. The 36-week program provides emergency food boxes to low-income families with children enrolled in a USDA children's feeding program like Free and Reduced Lunch, Summer Feeding or after school programs. Thirty-eight districts across thirty counties are actively participating. Below are a few statistics related to this project:
  - 929 food distribution events.
  - 24,480 households / 75,744 individuals served.
  - 27,314 boxes of food distributed.
  - An average of 23 pounds per box / 628,000 pounds of food distributed.
- **The Forge Institute, Inc. offered IT cyber security training to eligible TEA participants** by partnering with ADWS-TANF in October 2020. As of June 2021, two of the fourteen training participants have been hired by respected IT firms. Another five are actively interviewing and expect to be hired soon.







## OFFICE OF COMPLIANCE AND INTEGRITY

CY 2020

The Office of Compliance and Integrity consists of Internal Audit, Financial Monitoring, and the newly added Fraud Investigation Unit.

### FRAUD INVESTIGATION UNIT- NEW IN 2020

- In CY 2020, ADWS recovered **\$1,124,671** in benefits paid on fraudulent unemployment insurance (UI) and Pandemic Unemployment Assistance (PUA) claims.
- Self-reported UI fraud claims: **26,560**
- Employer-reported UI fraud claims: **6,655**
- Self-reported PUA fraud claims: **1,904**
- TOTAL fraud claims reported for UI and PUA: **35,119**

Prior to the pandemic, the Arkansas Unemployment Insurance program had very little identity theft fraud. Every Unemployment Insurance claimant had to present valid ID in person before claims were fully processed. However, that requirement was suspended in 2020 due to the pandemic.

As a result, the risk of identity theft or “imposter fraud” greatly increased. This risk was compounded by the added monetary incentives established by the CARES Act as well as the overwhelming volume of legitimate UI claims. In response to the newly realized threat of imposter fraud, the Arkansas Division of Workforce Services created a Fraud Investigation Unit utilizing existing resources from the Internal Audit team.

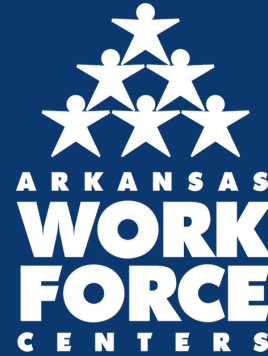
A federal working group was assembled including resources from the Office of Inspector General, Secret Service, United States Postal Service, and Federal Bureau of Investigation.

Supplemental fraud funding provided an opportunity to expand the staffing resources of the new unit and obtain new innovative solutions via OnPoint Technology’s Optimum Integrity Cloud.

## INFORMATION DESK

CY 2020

- The ADWS Information Desk fielded **69,260** calls in CY 2020.



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

ADWS maintains many websites to assist job seekers, employers and the general public.

[www.dws.arkansas.gov](http://www.dws.arkansas.gov)      [www.arjoblink.arkansas.gov](http://www.arjoblink.arkansas.gov)  
[www.discover.arkansas.gov](http://www.discover.arkansas.gov)      [www.careerwarch.org](http://www.careerwarch.org)

ADWS is a division of the Arkansas Department of Commerce

Programs within the Agency:

Unemployment Insurance  
New Hire Registry  
Workforce Innovation and Opportunity Act Programs  
Wagner-Peyser  
Veterans Employment and Training Services  
Governor's Dislocated Worker Task Force  
Trade Adjustment Assistance  
Labor Market Information  
Work Opportunity Tax Credit  
Temporary Assistance for Needy Families  
Adult Education  
Division of Services for the Blind  
Arkansas Rehabilitation Services