



ARKANSAS DIVISION OF
WORKFORCE SERVICES

ANNUAL REPORT

2023

2023 ANNUAL REPORT

We are pleased to present the 2023 Annual Report for the Arkansas Division of Workforce Services. This report underscores our dedication to economic growth and improving the quality of life for all Arkansans through workforce development initiatives.

As part of the Arkansas Department of Commerce, our goal is to build a dynamic and resilient workforce that meets the needs of employers while supporting job seekers. We collaborate closely with our partners, adapting our initiatives to address new challenges.

Key barriers to employment growth in Arkansas include a shortage of skilled workers, an aging workforce, regional disparities, and insufficient funding for workforce development. We are addressing these issues by prioritizing and emphasizing job training and skills development. Through data-driven decisions and collaboration, we are steadily enhancing the careers, opportunities, and lives of Arkansans.

The mission of the Arkansas Division of Workforce Services is to support and secure Arkansas' economic vitality through a highly-skilled workforce by administering programs and providing services that empower employers and job seekers.



Arkansas Governor
Sarah Huckabee Sanders



Secretary of Commerce
Hugh McDonald



Division of Workforce Services Director
Charisse Childers, Ph.D.




2023 WORKFORCE AT A GLANCE

ANNUAL AVERAGE
**UNEMPLOYMENT
RATE**
3.3%

ANNUAL AVERAGE
**LABOR FORCE
PARTICIPATION RATE**
57.5%

+5.1%
YEAR OVER ANNUAL AVERAGE
**WAGE
GROWTH**

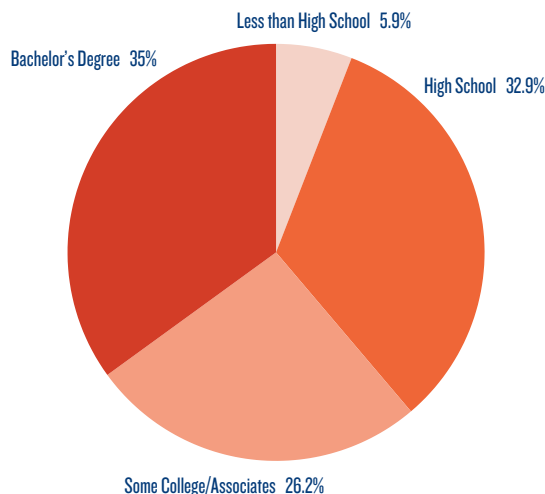
+1.7%
YEAR OVER ANNUAL
**JOB
GROWTH**


22,500
YEAR OVER ANNUAL
**JOB
ADDED**


1,377,657
ANNUAL AVERAGE NUMBER OF
**PEOPLE IN THE
LABOR FORCE**

LABOR FORCE EDUCATION LEVELS

PERCENT OF CIVILIAN LABOR FORCE
25 YEARS & OVER



TOP 3 INDUSTRIES

FOR ANNUAL AVERAGE GROWTH AT SUPER SECTOR LEVEL

CONSTRUCTION +8.9% | +5,200 JOBS

**PRIVATE EDUCATION &
HEALTH SERVICES** +3.9% | +7,700 JOBS

LEISURE & HOSPITALITY +3.4% | +4,200 JOBS

LEARN MORE ABOUT THE LABOR
MARKET IN ARKANSAS AT
DISCOVER.ARKANSAS.GOV

ADULT EDUCATION

SFY 2023

STUDENTS
EARNED
2,976
CREDENTIALS &
CERTIFICATIONS

575 INDUSTRY-RECOGNIZED
POSTSECONDARY CREDENTIALS

509 GENERAL SKILL CERTIFICATES
(FORKLIFT, CPR/FIRST AID, OSHA, SERVSAFE, ETC.)

1,892 WAGE™ CERTIFICATES

3,222
COMPLETED
GED TESTS

2,775
EARNED HIGH
SCHOOL DIPLOMAS

ARKANSAS RANKS
4TH
IN THE NATION
WITH A GED TEST
PASS RATE OF 86%
COMPARED TO THE
NATIONAL
AVERAGE OF 75%.

Adult Education provides state and federal grant funding to 37 adult education providers statewide. Adult Education offers services in all 75 counties, including adult basic skills instruction, GED® test preparation, English Language Acquisition, workforce preparation, training programs, family literacy, college and career transition, and workplace classes.

ARKANSAS REHABILITATION SERVICES

PY 2023

ASSISTED
1,200
INDIVIDUALS OBTAIN
COMPETITIVE INTEGRATED
EMPLOYMENT

THE ARS BUSINESS
ENGAGEMENT UNIT PROVIDED
2,242
SERVICES
TO ARKANSAS EMPLOYERS

THE ARKANSAS CAREER
DEVELOPMENT CENTER SERVED
966 PROGRAM
PARTICIPANTS

IN CAREER & TECHNICAL TRAINING, APPRENTICESHIPS, & PRE-APPRENTICESHIPS,
PROVIDING CAREER COUNSELING & PRE-EMPLOYMENT TRANSITION SERVICES.



FOR MORE STATISTICS ON ARKANSAS
REHABILITATION SERVICES, PLEASE VIEW THE PY 2023
STATE REHABILITATION COUNCIL ANNUAL REPORT BY
SCANNING THE QR CODE.

Arkansas Rehabilitation Services' mission is to prepare Arkansans with disabilities to work and lead productive and independent lives. To achieve its mission, ARS provides various training and career preparation programs. There are 19 field offices across the state serving all 75 counties where individuals can receive assistance with accessibility and training needs that can lead to successful employment.

DIVISION OF SERVICES FOR THE BLIND

CY 2023

The Division of Services for the Blind (DSB) is dedicated to the independence of Arkansans who are blind or visually impaired and is committed to the principle that these individuals have the right to make informed choices regarding where they live, where they work, how they participate in the community, and how they interact with others. DSB has staff in 14 field offices serving all 75 counties.

DSB CONSUMERS GAINED EMPLOYMENT AS COMPUTER
NETWORK SUPPORT SPECIALISTS, CLERGY,
INTERPRETERS AND TRANSLATORS, JUDICIAL LAW
CLERKS, AND SALESPERSONS.

COMPLETED
391 VOCATIONAL
REHABILITATION
APPLICATIONS
CLOSING
114 CASES AS
REHABILITATED

COMPLETED
306 APPLICATIONS
FOR THE
OLDER INDIVIDUALS WHO
ARE BLIND PROGRAM
CLOSING
101 CASES AS
GOALS MET



OFFICE OF EMPLOYMENT & TRAINING

26 ARKANSAS
WORKFORCE
CENTERS



A proud partner of the AmericanJobCenter® network

JOB-SEEKER SERVICES

78,540 JOB SEEKERS SERVED

134,212 ARKANSAS JOBLINK (AJL) REGISTRATIONS

64,720 STAFF-ASSISTED AJL REGISTRATIONS

CAREER READINESS CERTIFICATES

Note: Totals do not include high school CRCs



134 PLATINUM

200 GOLD

305 SILVER

246 BRONZE

885 TOTAL

WIOA TITLE I PARTICIPANTS

*Workforce
Innovation &
Opportunity
Act*

985 ADULTS

150 DISLOCATED WORKERS

581 YOUTH

1,716 TOTAL

EMPLOYER SERVICES

134,468 EMPLOYER SERVICES PROVIDED

108,122 JOB ORDERS

7,851 EMPLOYER CONTACTS

VETERANS SERVICES

3,480 VETERANS SERVED

2,605 AJL REGISTRATIONS

2,547 STAFF-ASSISTED AJL REGISTRATIONS

MOBILE ARKANSAS WORKFORCE CENTERS

135 EVENTS SUPPORTED BY THE MOBILE WORKFORCE CENTERS & STAFF

THE MIGRANT SEASONAL FARM WORKER (MSFW) PROGRAM & FOREIGN LABOR CERTIFICATION

IN OCTOBER 2023, THE U.S. DEPARTMENT OF LABOR DESIGNATED ARKANSAS AS A

“SIGNIFICANT MSFW STATE”

FOR BEING IN THE TOP 20 STATES WITH THE MOST MSFW ACTIVITY. THE DEPARTMENT ALSO DESIGNATED THE FORREST CITY & WEST MEMPHIS OFFICES “SIGNIFICANT ONE-STOP CENTERS.”

PROCESSED
1,012

H-2A AGRICULTURAL
WORKER APPLICATIONS
FROM ARKANSAS
FARMERS

18% increase from 2022

735 HOUSING INSPECTIONS
CERTIFIED

BETWEEN OCTOBER & DECEMBER
WITH A TOTAL CAPACITY FOR

3,900 H-2A WORKERS

1,280 MSFWs IN ARKANSAS
FROM H2-A APPLICATIONS
Estimate as of December 31, 2023



FEDERAL WORK OPPORTUNITY TAX CREDIT

62,474 WORK OPPORTUNITY TAX CREDIT APPLICATIONS RECEIVED
24,782 CERTIFIED WORK OPPORTUNITY TAX CREDIT APPLICATIONS
\$64,065,200 POTENTIAL TAX CREDITS FOR ARKANSAS EMPLOYERS

CY 2023

TRADE ADJUSTMENT ASSISTANCE

41 CLIENTS SUCCESSFULLY COMPLETED TRAINING
\$241,897 TRAINING-RELATED PAYMENTS
\$175,576 TRADE READJUSTMENT ALLOWANCES PAYMENTS
\$4,366 REEMPLOYMENT TAA PAYMENTS

RAPID RESPONSE

RESPONDED TO 40
REPORTED LAYOFFS &
CLOSURES, IMPACTING
4,669 WORKERS

CAREER WATCH --> ARKANSAS NEXT MAGAZINE



In 2023, ADWS forged a partnership with Arkansas Business to combine Career Watch Arkansas magazine with Arkansas NEXT magazine. This publication targets students, aiming to provide them with valuable insights for navigating higher education and planning their future careers. Arkansas NEXT features labor market insights and employment statistics and is distributed to high school students and career counselors across the state. Scan the QR code to view the full publication!



REEMPLOYMENT SERVICES & ELIGIBILITY ASSESSMENTS

5,398 INDIVIDUALS SELECTED TO PARTICIPATE IN JOB SEARCH WORKSHOPS
2,988 INDIVIDUAL EMPLOYMENT PLANS COMPLETED
3,042 PARTICIPANTS RECEIVED INTENSIVE REEMPLOYMENT SERVICES
37 WORKSHOPS HELD FOR DEPT OF COMMUNITY CORRECTIONS / 1,359 ATTENDEES
3 WORKSHOPS HELD FOR THE DEPT OF CORRECTIONS / 83 ATTENDEES

INFORMATION DESK

22,225 CALLS FIELDIED IN CY 2023
(UP FROM 12,557 CALLS IN 2022)

UNEMPLOYMENT INSURANCE CY 2023

UNEMPLOYMENT INSURANCE BENEFITS

\$72,748,435 REGULAR UI BENEFITS PAID
28,547 INDIVIDUALS RECEIVED BENEFITS



DISASTER UNEMPLOYMENT ASSISTANCE
\$27,840 DUA BENEFITS PAID

FEDERAL PANDEMIC UI PROGRAMS

\$514,725 FEDERAL PANDEMIC UNEMPLOYMENT COMPENSATION
\$312,624 PANDEMIC UNEMPLOYMENT ASSISTANCE
\$21,495 PANDEMIC EMERGENCY UNEMPLOYMENT COMPENSATION
\$848,844 TOTAL FEDERAL PANDEMIC UNEMPLOYMENT PROGRAM BENEFITS PAID



EMPLOYER WAGE REPORTS & CONTRIBUTIONS

77,431 EMPLOYERS FILED QUARTERLY WAGE REPORTS
69,429 EMPLOYERS FILED WAGE REPORTS ONLINE
\$115,417,925 TOTAL CONTRIBUTIONS PAID BY EMPLOYERS
\$51,170,843 CONTRIBUTIONS PAID ONLINE

NEW HIRE REGISTRY

607,978 NEW HIRES
REPORTED BY EMPLOYERS
IN ARKANSAS



FUNDED APPROPRIATION

GRANTS SFY 2022-2023



UI TRUST FUND BALANCE

BEGINNING OF YEAR BALANCE: \$899,858,742

REVENUES

UI CONTRIBUTIONS:	\$80,879,516
REIMBURSEMENT FROM OTHER STATES:	\$2,728,152
ADVANCED INTEREST PROCEEDS:	\$5,897
FUTA TAX CREDITS:	\$728
INTEREST INCOME:	\$20,741,786
TOTAL REVENUES:	\$104,350,183

EXPENDITURES

UNEMPLOYMENT BENEFIT PAYMENTS:	\$75,462,757
INTERSTATE BENEFITS:	\$3,990,478
TOTAL EXPENDITURES:	\$79,453,234
COLLECTED OVER EXPENDITURES:	\$24,896,949

END OF YEAR BALANCE: \$924,755,690

ADWS LEGACY 810

ADWS Training Trust Fund	\$3,256,577
Disaster Relief	\$24,000,000
Individual Development Account Program	\$1,641,738
Loans to Local Workforce Development Boards	\$1,500,000
New Hire Registry	\$153,000
Operations	\$76,492,016
Rainy Day	\$725,251
Reed Act Funds	\$1,000,000
Special Funds	\$10,026,000
Training Allowances & Payments	\$12,050,000
Transitional Employment Program-TANF	\$38,914,880
UI Trust Fund Interest/Unemployment	\$3,000,001
Unemployment Insurance Administration Fund	\$6,000,000
Unemployment Insurance Benefits	\$3,950,000,000
Workforce Innovation and Opportunity Act Payments	\$40,000,000
LEGACY TOTAL	\$4,168,759,463

ADULT EDUCATION 810

Adult Basic Education	\$20,920,569
Adult Education Administration	\$1,710,546
AmeriCorps	\$41,148
Governor's Emergency Education Relief Fund II	\$489,870
Federal Adult Basic Education	\$6,534,854
GED Testing	\$350,000
Governor's Commission on Adult Literacy	\$769,012
Cash Operations	\$1,800,000
SNAP E&T	\$320,000
TANF	\$3,802,765
ADULT EDUCATION TOTAL	\$36,738,765

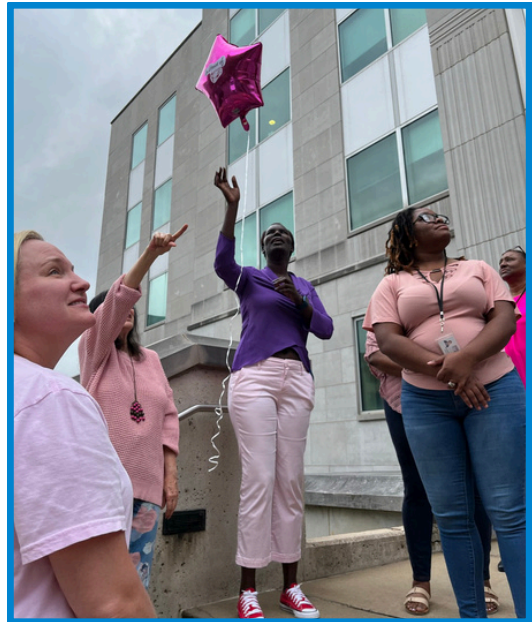
REHABILITATION SERVICES 520

Operations	\$30,306,572
Employment/Independent Living	\$25,412,389
Increasing Capabilities Access Network	\$639,819
Statewide Disability Telecommunications Equipment Program	\$635,581
People with Disabilities Program	\$30,000
Technology Equipment Revolving Loan Program	\$532,085
Cash Operations	\$380,806
REHABILITATION SERVICES TOTAL	\$57,937,252

SERVICES FOR THE BLIND 520

Operations	\$6,530,352
Individuals Who are Blind	\$6,579,475
SERVICES FOR THE BLIND TOTAL	\$13,109,827

GRAND TOTAL \$4,276,545,307





OFFICE OF COMPLIANCE & INTEGRITY

CY 2023

INTERNAL AUDIT UNIT

Internal Audit provides independent, objective assurance and consulting services designed to add value and improve operations. Internal Audit helps ADWS accomplish its objectives by bringing a systematic, disciplined approach to evaluate and improve the effectiveness of governance, risk management, and control processes.

During CY 2023, Internal Audit coordinated the agency-wide Control Self-Assessment (CSA), which is required every two years. Internal Audit also completed risk analysis reviews of approximately five Arkansas Workforce Center locations statewide and reviewed various Central Office operations.

FINANCIAL MONITORING UNIT

The Financial Monitoring unit conducts desk reviews and on-site monitoring visits of ADWS sub-recipients to ensure they use sub-award funds for authorized purposes in compliance with Federal statutes, regulations, and the terms and conditions of the sub-award. Financial Monitoring also provides ongoing technical assistance internally to other ADWS units and externally to the monitored sub-recipients.

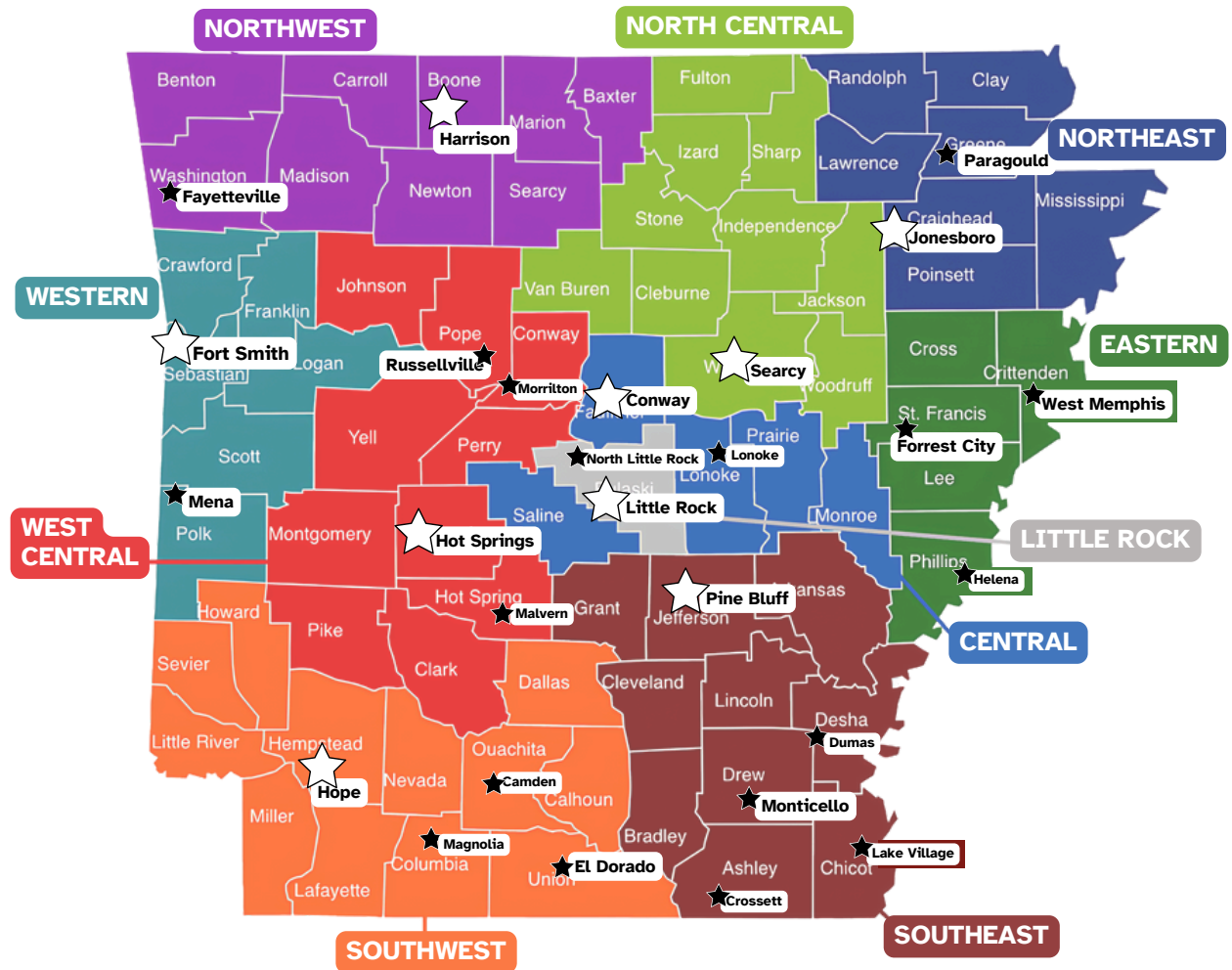
During CY 2023, Financial Monitoring completed the on-site monitoring reviews for the ten Local Workforce Development Areas designated for the Workforce Opportunity and Innovation Act (WIOA) program funded by the U.S. Department of Labor. Financial Monitoring also reviewed funds expended by the sub-recipients of the Reimagine Grant funded by the U.S. Department of Education.

FRAUD INVESTIGATION UNIT

ADWS created the Fraud Investigation unit in response to the Unemployment Insurance identity theft or “imposter fraud” threat realized during the Pandemic. The team continues to investigate imposter fraud cases to identify the perpetrators and recover any funds fraudulently obtained by those individuals. The unit also works closely with the U.S. Department of Labor’s Office of Inspector General to prosecute selected cases.

During CY 2023, the Fraud Investigation unit completed approximately 3,500 bank account analyses, requested almost 4,000 subpoenas, and mailed more than 5,500 questionnaires to identity theft victims.

ARKANSAS WORKFORCE CENTERS & LOCAL WORKFORCE DEVELOPMENT AREAS

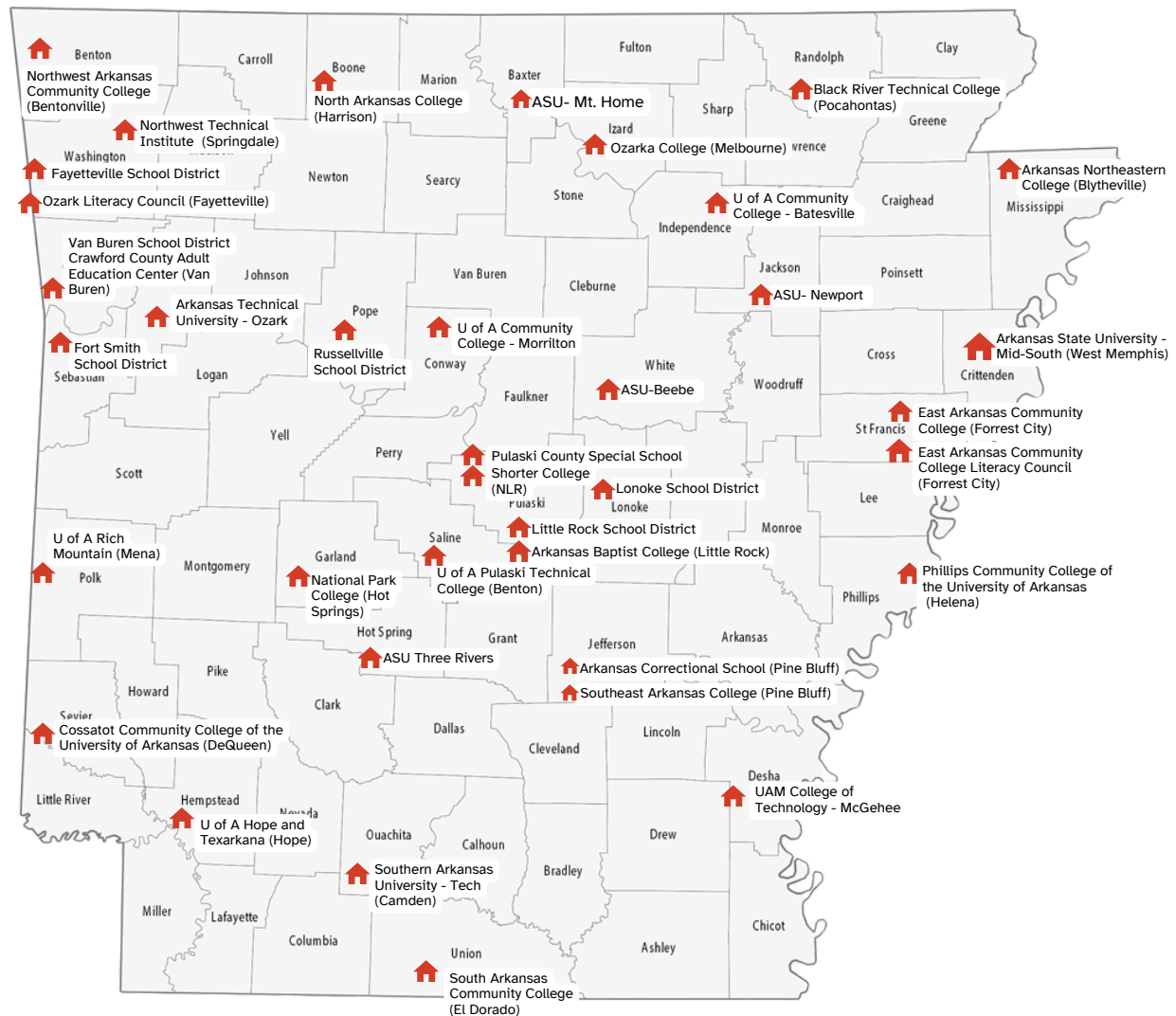


**Comprehensive
Workforce Center**

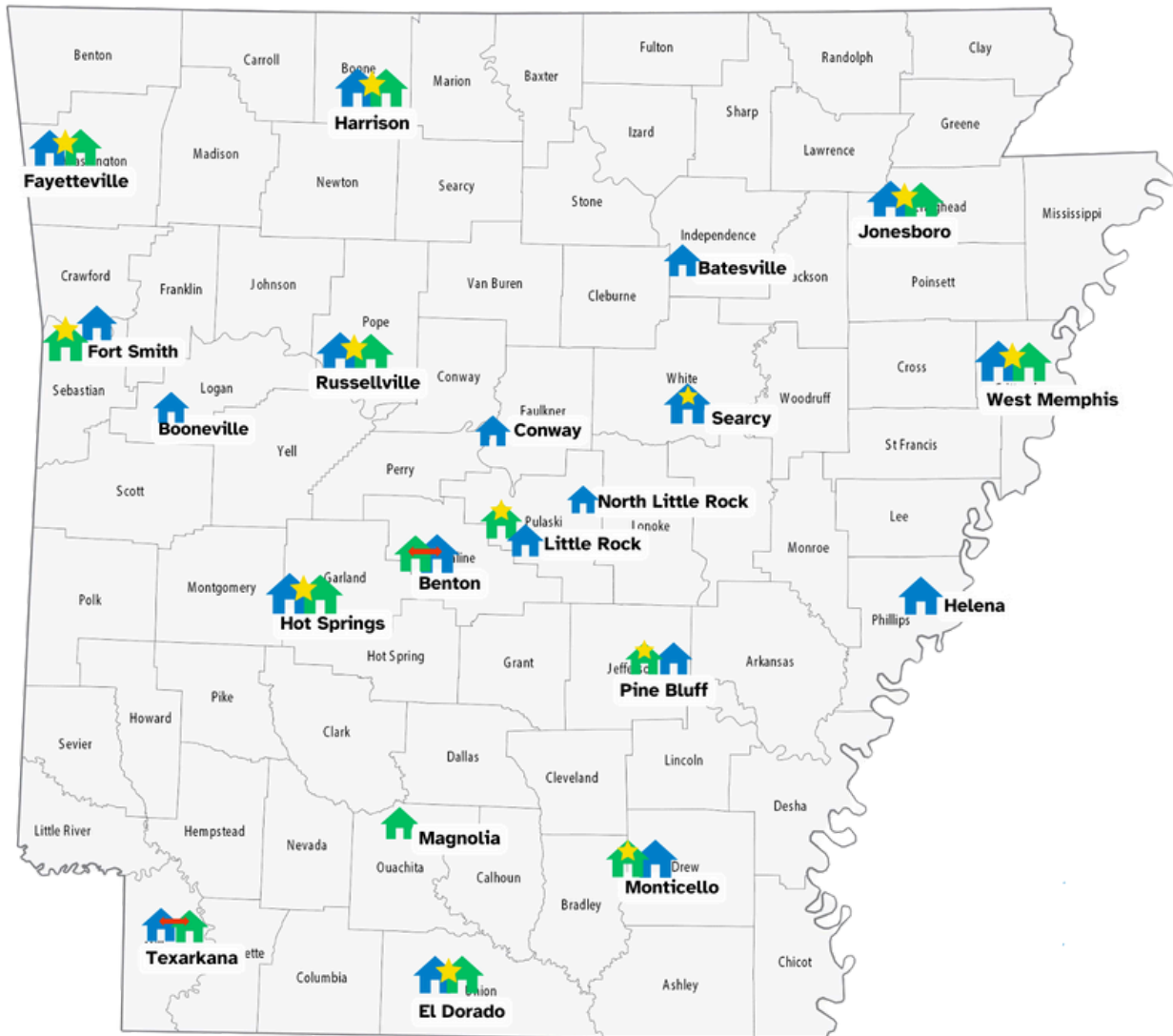


Affiliate Workforce Center

ADULT EDUCATION PROVIDERS



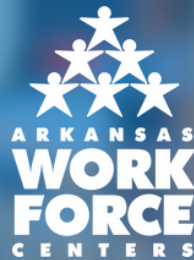
ARKANSAS REHABILITATION SERVICES & SERVICES FOR THE BLIND OFFICES



-  ARS stand-alone office
-  DSB stand-alone office
-  ARS in AWC
-  DSB in AWC
-  ARS & DSB collocated in AWC
-  ARS & DSB collocated NOT in AWC



Arkansas Division of
Workforce Service



Equal opportunity employers & programs
Auxiliary aids & services available upon request
to individuals with disabilities.
Voice 1-800-285-1121 | TDD 1-800-285-1131

2 CAPITOL MALL
LITTLE ROCK, AR
501-682-2121

DWS.ARKANSAS.GOV