

WIOA Partners Meeting

Arkansas Workforce Connections

New Technologies with Service Delivery



Transfr VR

Training the Talent of Tomorrow

Darius Richmond
*AWC Employment and Training
Training Coordinator*



ES Service Center

Gary Do
*AWC Employment and Training
Special Projects Chief*





Arkansas
**Workforce
Connections**

Office of Employment & Training

Employment Services Service Center Demo



Arkansas
**Workforce
Connections**

- The ES Service Center is a part of a hybrid service delivery model. Customers who prefer face-to-face services will be able to meet with ES WFS at local workforce centers.
- UI call center customers will be routed to the ES Service Center through a seamless transfer mechanism; this will be a standard component of the transaction.
- ES staff will assist customers in registering in **CiviForm**, which will create an automated registration in AJL. CiviForm will allow for multiple referrals to be made to partner programs.
- All local office calls will be routed through the ES Service Center, eliminating the need for a traditional receptionist role.



Office of Employment & Training

The logo for the Arkansas Division of Workforce Services is a stylized map of Arkansas, similar to the one above, with a yellow star in the center and colored triangles (blue, red, green, purple) forming the outline. Below the map, the text "Arkansas Division of Workforce Services" is written in a white, sans-serif font.

Arkansas Division of
Workforce Services

Call is offered in Genesys



Caller is greeted by IVR prompt followed by language selection



If you have a question about unemployment insurance, please press 1

If you are an employer with questions regarding unemployment insurance, taxes, or employer accounts, please press 2

If you have questions regarding an overpayment notice, please press 3

To speak to someone regarding job services for customers, business services for employers or for assistance with Arkansas JobLink and Tableau, please press 4

For assistance with other partners, please press 5.



Transfer to option 2 in Info Desk IVR

If you need assistance with Arkansas JobLink or Tableau, or you are an employer, please press 1



If you need assistance with a job search, resume creation, or have general questions, please press 2



Looking for a job? or a better job?

We're here to help!

Can't make it to an office? Take advantage of our **Employment Services Service Center** and receive services by telephone with a live person!

Call today!

MONDAY-FRIDAY
8 A.M.-3:30 P.M.

1-844-908-2178

(SELECT OPTION 4)



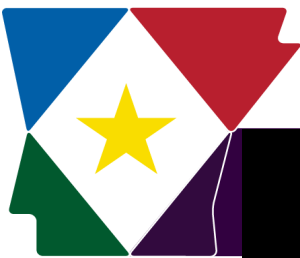
Why Choose Us?

- Expert Guidance: Our career advisors provide personalized support tailored to your skills and aspirations.
- Extensive Job Listings: Access a wide range of job opportunities across various industries.
- Resume Assistance: Get help crafting a resume that stands out to potential employers.
- Interview Preparation: Receive tips and practice sessions to ace your interviews.

Equal Opportunity Employer/Program. Auxiliary aids and services are available upon request to individuals with disabilities. Voice 1-800-285-1121 TDD 1-800-285-1131 Arkansas's Wagner-Peyser program is 100 percent funded by the U.S. Department of Labor through awards totaling \$4,999,917.



A proud partner of the AmericanJobCenter network



Employers

Are you hiring?

We're here to help!

Can't make it to an office? Take advantage of our **Employment Services Service Center** and receive services by telephone with a live person!

Call today

MONDAY-FRIDAY
8 A.M.-3:30 P.M.

1-844-908-2178

(SELECT OPTION 4 & THEN OPTION 1)



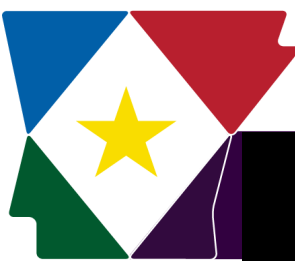
Why Choose Us?

- **Expert Support:** We're knowledgeable about the local labor market and skilled at matching the right candidates to your specific needs.
- **Broad Talent Pool:** We give you access to a diverse database of job seekers from various backgrounds, skill levels, and industries.
- **Cost-Effective Services:** All services are free, including job postings, candidate referrals, recruitment events, and labor market information.
- **Workforce Programs:** Improve overall performance with employee training resources, apprenticeships, and workforce development grants.

Equal Opportunity Employer/Program. Auxiliary aids and services are available upon request to individuals with disabilities. Voice 1-800-285-1121 TDD 1-800-285-1131
Arkansas's Wagner-Peyser program is 100 percent funded by the U.S. Department of Labor through awards totaling \$4,999,917.



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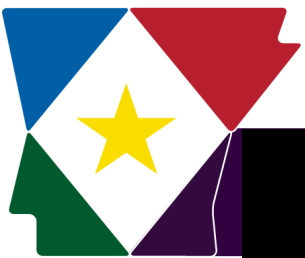


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TRANSFR VR

Training the Talent of Tomorrow



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[VR Training Solutions for Workforce Development | Transfr](#)



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What is Transfr VR?

Transfr VR

A simulated virtual reality training development platform that teaches critical skills for in demand occupations across industries.

- The programs or modules gives job seekers:
 - ✓ An Immersive environmental phenomenon called “*presence.*”
 - ✓ Real world experience on well paying jobs
 - ✓ Hands on training

Arkansas Workforce Connections is partnering with Transfr VR to offering free training using virtual reality at every local office in the state to help job seekers :

- Discover a wide array of career possibilities
- Make informed choices about their future careers and find job security
- Increase chances of job satisfaction through VR learning experiences

AWC ultimate goal is to bring VR Headset awareness and pull people from the community into the local offices to explore the VR experience and benefits.





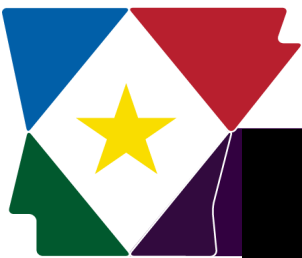
Components of the VR Headset

Headset

Two handheld controllers

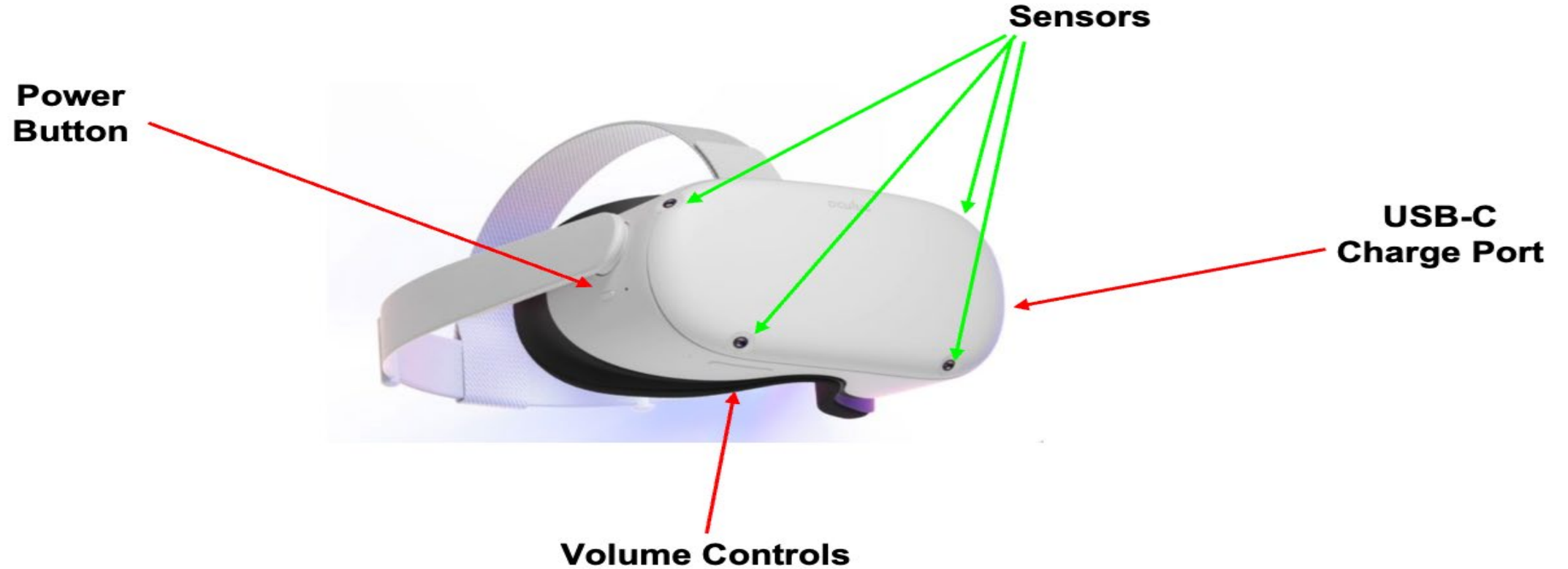
C style charger

Storage case



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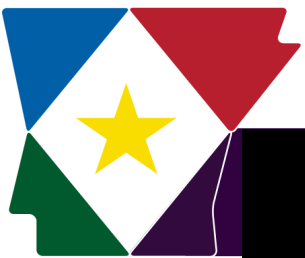
Quest 2 Headset at a Glance



The Controllers



- **Attach the wrist straps** to protect the controllers from accidental drops.
- **Wake the controllers** by pressing one of the thumb buttons on the top of the controllers.



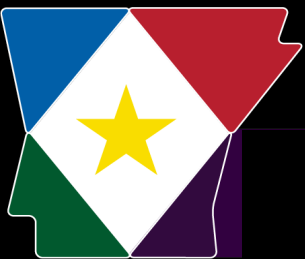
AWC Programs

- Second update called Career Exploration 2.0
 - ✓ Consist of 12 new career fields
 - 5 minutes each
 - ✓ Industries include
 - Information Technology
 - Law, Public Safety, Corrections & Security
 - Manufacturing
 - Transportation, Distribution, & Logistics
 - Architecture & Construction
 - Health Sciences
- Simulations align with national standards like NCCER, OSHA and SACA.
- Classroom programs
 - ✓ Each require a classroom code and login

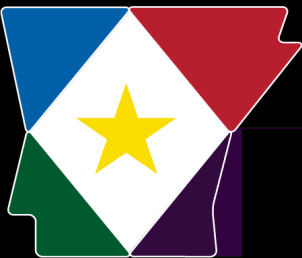


Manufacturing

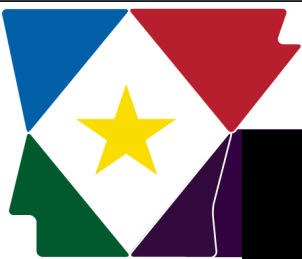
Occupation	Description	Duration (Mins)
Robotics Specialist	Robotic Safety	10
Paint Shop Specialist	Paint Robot Troubleshooting: Intro to the Tools	5
Robot Maintenance	Paint Robot Troubleshooting: Isolation Line Leakage	10
Assemblers	Power Tools/Electrical Safety: Pneumatic Wrenches and Screwdrivers	14
Quality Assurance	Precision Measurement: Digital Micrometer	7
Maintenance and Repair Workers	Lockout & Tagout	8
Maintenance and Sanitation	Blood Borne Pathogens	8
Site Safety Specialist	Plant Safety: Accidents and Injury Prevention	18



Automotive		
Occupation	Description	Duration (Mins)
Automotive Service Technician	Automotive Oil Change	10
Public Safety		
Occupation	Description	Duration (Mins)
First Responder	Fire Extinguisher Safety	8
Hospitality & Tourism		
Occupation	Description	Duration (Mins)
Hotel Front Desk	First Impressions: Providing A 5 Star Experience	12
Warehousing & Storage		
Occupation	Description	Duration (Mins)
Warehouse Inventory Receiving Specialist	Materials Handling: Receiving and Storage Safety	11
Warehouse Worker	Materials Handling: Situational Awareness	6
Hoist/Crane Operator	Materials Handling: Hoists & Cranes	22



Career Exploration



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Local Office VR Headset Areas

Designated areas for VR training users in each local office



Security: *Lock Boxes*



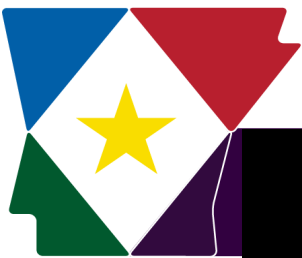
- Portable case with sutures
- Anti collision corners
- 11.2 inches x 6.9 inches x 7.5 inches
- High quality lock cylinder and key
- Reliable and safe storage
- Prevents unauthorized access
- Child and pet proof
- Made of quality leather & aluminum alloy



VR Advertising and Campaigns



- Local Office TV Video ads and Posters
- Social Media and Online Campaigns
 - ✓ Facebook
 - ✓ LinkedIn
- Staff Engagement
 - ✓ Unemployment
 - Reemployment Training Instructors
 - ✓ Employment (Call Center and Front Desk)
- Marketing Flyers
- Networking (Word of Mouth)



Thank You for Your Time

Any Questions?????????????????????????????????????



Gary Do – Special Projects Chief gary.do@arkansas.gov

Darius Richmond – Training Coordinator darius.richmond@arkansas.gov

