

adws

ARKANSAS DEPARTMENT
OF WORKFORCE SERVICES

2017 ANNUAL REPORT





FROM THE DIRECTOR



As director of the Arkansas Department of Workforce Services, I have the honor of presenting our 2017 Annual Report. It is designed to give readers a closer look at our programs, highlight the year's accomplishments, and demonstrate two of the agency's core values: transparency and results.

December 2017 marked the conclusion of my third year with ADWS. I am extremely proud of the successes we have seen, the progress we have made, and the challenges we have overcome. Under the guidance of Governor Asa Hutchinson, ADWS has become the state's lead workforce development agency. I would like to thank and commend my staff, the lifeblood of ADWS, for their hard work, dedication, and service to our state. Without them, ADWS would not be the agency it is today.

These are exciting times for Arkansas: total employment is up, the unemployment rate consistently outpaces that of the nation, and thousands of jobs were added in the past year. The economy in our state is growing, and as it continues to expand, ADWS will be there to carry the momentum forward.

Education and workforce development opportunities are critical to a strong economy. To aid in meeting these demands, ADWS will continue to collaborate with its partners and work closely with employers and job seekers 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, with the first name "Daryl" being more prominent.

Daryl E. Bassett

THE AGENCY

The Arkansas Department of Workforce Services began its legacy around 1940 as the Arkansas Employment Security Division of the state Department of Labor. In 1941, Act 391 created a network of public employment

ADWS' SERVICES CAN BE CATEGORIZED INTO THREE MAIN SECTORS: UNEMPLOYMENT INSURANCE, EMPLOYMENT ASSISTANCE, AND TEMPORARY ASSISTANCE FOR NEEDY FAMILIES. ADWS OFFERS THESE MAIN SERVICES AT ARKANSAS WORKFORCE CENTERS ACROSS THE STATE.

offices. With that, a fund for the disbursement of benefits to be paid out during periods of unemployment was put in place, as well as a board of review to hear claims and appeals for unemployment benefits. The division underwent no great changes until Act 100 of 1991. This raised it to a department-level agency and made it the Arkansas Employment Security Department.

In 2007, the Department of Workforce Services Training Trust Fund was created for the operating expenses of the Unemployment Insurance program. Thus, the name of the agency changed to the Arkansas Department of Workforce Services.





Throughout its history, the agency's mission remained essentially the same: to provide employment related services that enhance the economic stability of Arkansas.

Since ADWS is a state agency, it does not earn a profit and does not measure success by business growth and expansion. The size of the agency's budget and the staffing levels are adapted to best meet the needs of the state and its customers while balancing the requirements of stakeholders. The agency is unique from other state agencies in that it is 99 percent federally funded. The Arkansas Legislature appropriates the agency's funds and has the authority to pass legislation affecting agency programs and services on a state level. As a result, ADWS must adhere to both state and federal laws and regulations.

Our success is measured by our ability to meet the needs of employers and job seekers. In partnership with the Arkansas Workforce Centers, we offer a variety of services to assist both groups.

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.

Another important item on our employer services menu is Arkansas JobLink. Arkansas JobLink, or AJL, is part of a nationally recognized job-matching and labor market information system. With an AJL account, employers can create a company profile, post job orders, search for candidates with specific skills, save searches and resumes, and sign up for email updates.

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 reduce employer's federal tax liability. In 2017, ADWS certified 28,882 applications out of the 47,164 applications received, resulting in potential tax credits for Arkansas employers in the amount of \$70,416,800.

- **47,164 APPLICATIONS RECEIVED**
- **28,882 APPLICATIONS CERTIFIED**
- **\$70,416,800 IN POTENTIAL TAX CREDITS FOR ARKANSAS EMPLOYERS**

FEDERAL BONDING PROGRAM

The Federal Bonding Program is a unique hiring incentive created by the Department of Labor. Employers who hire eligible applicants are rewarded bonds of \$5,000 or more. The program targets individuals with backgrounds that pose significant barriers to securing or retaining employment.





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 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 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' 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.

**JOB SEEKER SERVICES
EXIST TO ENSURE THAT
EVERY ARKANSAN HAS
AN EQUAL OPPORTUNITY
TO FIND AND MAINTAIN
GAINFUL EMPLOYMENT,
NO MATTER THE
CIRCUMSTANCES.**

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' 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 core resources. However, the full menu of services may vary from center to center, as each site tailors the additional services it offers to meet the specific needs of 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. With an Arkansas JobLink account, job seekers can search for employment opportunities, apply for jobs, and post their resume, skills, and other credentials to a profile viewable by employers.

FROM 2016 TO 2017, STAFF-ASSISTED PARTICIPANT REGISTRATIONS IN THE ARKANSAS JOBLINK SYSTEM SAW A 46 PERCENT INCREASE.

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.

FROM 2016 TO 2017, THE NUMBER OF INDIVIDUALS RECEIVING STAFF-ASSISTED EMPLOYMENT SERVICES INCREASED BY 40 PERCENT.

M E N A W O R K F O R C E C E N T E R

In October of 2017, the Workforce Center in Mena moved to its new location in the Abernathy Building on the University of Arkansas Rich Mountain campus. This state of the art facility was celebrated with an event rededicating the Abernathy Building. Governor Asa Hutchinson spoke at the event, stating,

“YOU’RE CONNECTING THOSE THAT ARE IN NEED OF SERVICES WITH THE OPPORTUNITY TO ENHANCE EDUCATION AND TRAINING...AND THERE’S NO BETTER PLACE TO DO IT THAN RIGHT HERE AT THIS CENTER.”



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 2017:**

4,096

PLATINUM:	12
GOLD:	830
SILVER:	2597
BRONZE:	657

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.

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

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,

IN 2017, ADWS CONTINUED TO MEET THE EMPLOYMENT NEEDS OF OUR STATE'S VETERAN POPULATION WITH ACTUAL VETERAN STAFF MEMBERS.

a challenge for veterans. ADWS strives to eliminate those barriers while effectively matching veterans with the right employers and employers with qualified veterans.

In 2017, 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

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 2017, ADWS SERVED
11,280 VETERANS
AND OTHER ELIGIBLE
PERSONS, WITH A TOTAL
OF 1,638 VETERANS
ENTERING EMPLOYMENT
DURING THE YEAR.**



A VETERAN'S SUCCESS STORY

Jim, a homeless, unemployed veteran, was living at Mission Outreach in Paragould when he was referred to the Disabled Veterans Outreach Program for intensive services. He was paired with a DVOP specialist who immediately took action, determined to find affordable housing and employment for Jim. With the help of the DVOP, Jim updated his resume, set up a TORQ occupational skills assessment account, and completed the Career Readiness Certification. Jim scored Silver on the CRC; he had highly marketable skills and completing the CRC created more opportunities for work. The DVOP specialist was excited to learn about Jim's work history, which featured experience operating an extruder machine. From there, they focused on companies with an open machine operator position. The Anchor Packaging plant was Jim's first choice, so the DVOP made a referral and helped Jim apply for the job. Jim was hired as an extruder operator at Anchor Packaging in October of 2017 and was able to transfer a 401K from a past employer. He is no longer unemployed and is no longer homeless.

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.

**IN 2017, ADWS CERTIFIED 256 H-2A JOB
ORDERS, 63 H-2B JOB ORDERS, AND
CONDUCTED 213 HOUSING INSPECTIONS.**

WIOA

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

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. As 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 businesses 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.

In 2017, ADWS focused on revamping the WIOA Roundtable and its subcommittees.



**THE GOAL OF THE
WIOA ROUNDTABLE
IS FOR PARTNERS
TO COORDINATE
THEIR EFFORTS
TO IMPROVE THE
STATE'S WORKFORCE
DEVELOPMENT
DELIVERY SYSTEM.**

The WIOA Roundtable consists of senior-level representatives from partner agencies including the Arkansas Department of Career Education, Arkansas Rehabilitation Services, and the Arkansas Department of Human Services-Division of Services for the Blind. The goal of the WIOA Roundtable is for partners to coordinate their efforts to improve the state's workforce development delivery system.

THE ARKANSAS WORKFORCE DEVELOPMENT BOARD

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 economic support for workforce development initiatives and relief funds for temporary employment, clean-up efforts, and infrastructure repairs when natural disasters strike.

In 2017, the ADWS Discretionary Grants staff focused efforts on the expansion and diversification of apprenticeship programs under the Department of Labor ApprenticeshipUSA Initiative grants. ADWS currently administers three apprenticeship grants: ApprenticeshipUSA State Accelerator, Arkansas Apprenticeship Pathway Initiative (AAPI), and Arkansas Expands Apprenticeship (AREA).

**SINCE 2010,
ADWS HAS
BEEN AWARDED
A TOTAL OF
\$38,969,588 IN
GRANT FUNDING.**

APPRENTICESHIPUSA STATE ACCELERATOR GRANT

The ApprenticeshipUSA State Accelerator grant is a planning grant intended to provide support for governors and their states as they 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 elevating apprenticeship as a workforce solution in both traditional apprenticeship and non-traditional apprenticeship industries.

ADWS has initiated efforts to organize and implement planning activities across partners and stakeholders to gather input and facilitate discussions resulting in a State Plan for Registered Apprenticeship Expansion and Diversification, which is due to the Department of Labor by November 30, 2018.

ARKANSAS APPRENTICESHIP PATHWAY INITIATIVE

Registered apprenticeship offers a career pathway for job seekers to learn a skill and earn good wages while earning a marketable credential from the U.S. Department of Labor. Apprentices are considered employees from day one of the program; they receive paid training and progressive increases in wage as they demonstrate skills gain.

The AAPI grant is expanding registered apprenticeship opportunities in the traditional registered apprenticeship construction trades, as well as in the non-traditional registered apprenticeship industry sectors, such as information technology and advanced manufacturing.

The ADWS Discretionary Grants unit and its partners under the AAPI grant have pioneered registered apprenticeship programs in Arkansas, introducing a police officer registered apprenticeship program for the Little Rock Police Department and a software developer registered apprenticeship program in partnership with the University of Central Arkansas. The AAPI grant is scheduled to end September 30, 2020.



ARKANSAS EXPANDS APPRENTICESHIP

The AREA Grant was awarded as a complement to the ApprenticeshipUSA Initiative Grants. ADWS is leveraging these funds to expand Arkansas' capacity to collaborate with employers and start new apprenticeship programs across diverse industries and communities. AREA registered apprenticeship training programs are available in the industry sectors of transportation and advanced manufacturing with JB Hunt and Canfor Southern Pine as partnering employers.

The original AREA grant base award is scheduled to end on April 30, 2019. ADWS received second-round continuation funding for the AREA grant from the U.S. Department of Labor that extends the grant's period of performance through October 31, 2020.

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

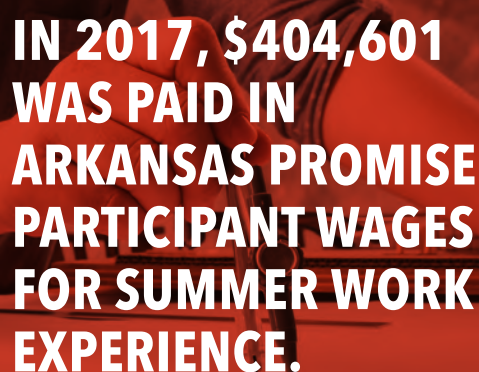
In June of 2017, the U.S. Federal Emergency Management Agency declared storm impacted counties within the northwest and north central regions as federal disaster areas. ADWS received a total award of \$2,060,000 to fund temporary employment and recovery assistance for storm debris removal and repairs. This grant has an original period of performance that ends June 30, 2018. A requested extension to March 31, 2019 has been submitted to the U.S. Department of Labor.

ARKANSAS PROMISE

Arkansas PROMISE is part of a program sponsored by the U.S. Department of Education and the Social Security Administration to help youth 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 administered by the Department of Education and the University of Arkansas, in partnership with several other state agencies and private organizations. PROMISE provides services to youth and their families, including intensive case management, two paid competitive work experiences, education and employment training, and support for youth and families, benefits counseling, and health and wellness training.

REEMPLOYMENT AND SYSTEMS INTEGRATION NATIONAL DISLOCATED WORKER GRANT

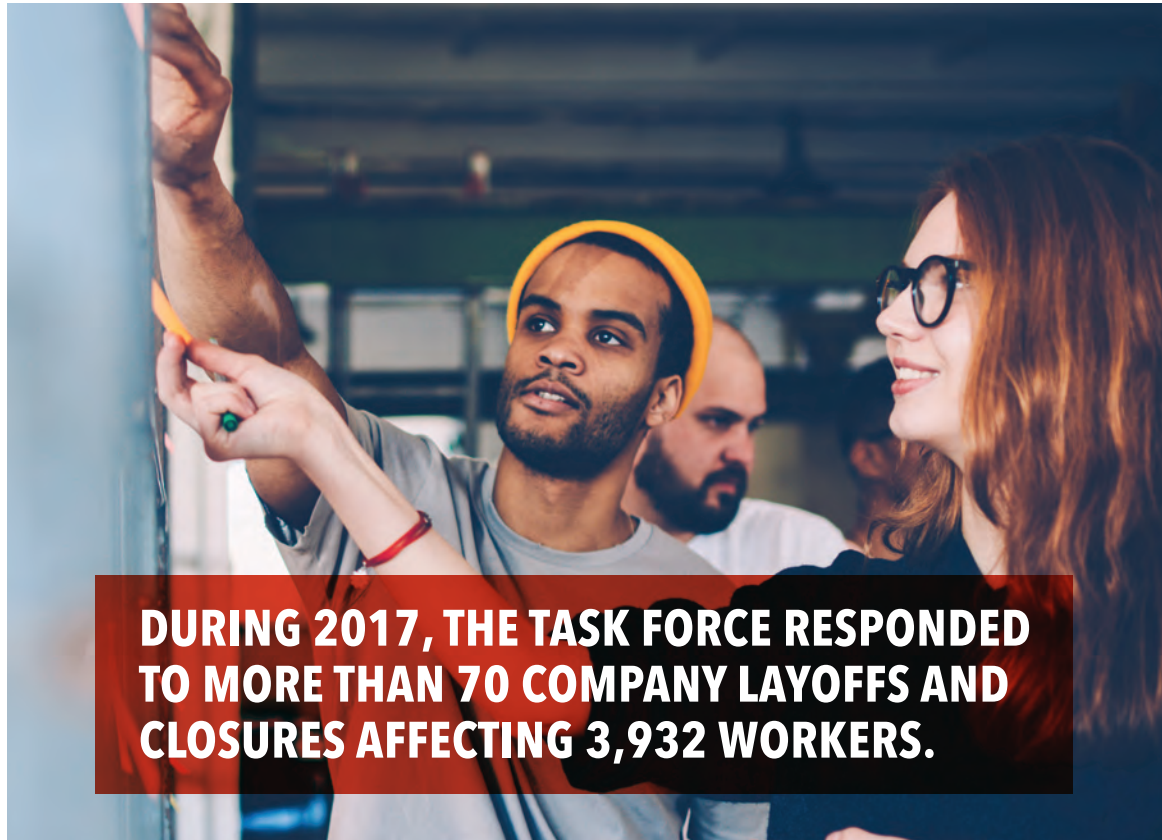
The purpose of the RSI grant is to provide funding to improve the capacity of the workforce system to efficiently link dislocated workers, including those who might first approach the workforce system as unemployment insurance claimants and the long-term unemployed, to the broad spectrum of employment and training assistance available to them and to support their productive reemployment.



**IN 2017, \$404,601
WAS PAID IN
ARKANSAS PROMISE
PARTICIPANT WAGES
FOR SUMMER WORK
EXPERIENCE.**



GOVERNOR'S DISLOCATED WORKER TASK FORCE



DURING 2017, THE TASK FORCE RESPONDED TO MORE THAN 70 COMPANY LAYOFFS AND CLOSURES AFFECTING 3,932 WORKERS.

The Governor's Dislocated Worker Task Force addresses the needs and concerns of individuals and communities affected by worker dislocation. It pools the resources of ADWS, the U.S. Department of Labor, the Arkansas Economic Development Commission, WIOA, area health services, and other state agencies to meet the needs of dislocated workers and businesses.

The Governor's Dislocated Worker 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. During the meeting, an action plan is developed to assist all individuals who will be affected.

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

MORE THAN 1,600

WORKERS WERE

SERVED AT 54 WORKER

ASSISTANCE WORKSHOPS

IN 2017.

ADWS ON WHEELS

ADWS owns a fleet of mobile workforce units; RVs equipped with work stations, full internet connectivity, computers, printers, copiers, and JAWS (Job Access 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. In 2017, the mobile units supported 129 events. The mobile units are an integral resource addressing worker dislocation and natural disaster-affected areas by providing on-site

ADWS BUSINESS SERVICE REPRESENTATIVES DEVELOP CUSTOM WORKFORCE SOLUTIONS.

assistance. Staff transports mobile units upon request to support community events, job fairs, business expos, hiring events, career days, training sessions, and more.



MOBILE WORKFORCE CENTER DAY

In 2017, the Dallas County Library partnered with ADWS to establish Dallas County Library Mobile Workforce Center Day. To further meet the employment needs of the community and increase access to Arkansas Workforce Center services, a mobile unit is transported to Fordyce for Dallas County Library Mobile Workforce Center Day on a monthly basis.

REEMPLOYMENT SERVICES UNIT

The Reemployment Services program uses demographic data to mathematically identify unemployment insurance claimants who are most at risk of exhausting benefits before finding employment. Through the Arkansas Workforce Centers, ADWS 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 acquiring gainful employment.

IN 2017, RES STAFF HOSTED 347 JOB SEARCH WORKSHOPS. A TOTAL OF 13,880 UNEMPLOYMENT INSURANCE CLAIMANTS WERE SELECTED TO PARTICIPATE.

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.

**5,433 PARTICIPANTS
RECEIVED INTENSIVE
SERVICES TO PROMOTE
SUCCESSFUL RETURNS TO
THE WORKFORCE.**



REENTRY INITIATIVES



The Governor's Dislocated Worker Task Force and the ADWS Reemployment Services unit have been working 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 2017, 91 JOB SEARCH WORKSHOPS WERE CONDUCTED BY RES AND TASK FORCE STAFF, ASSISTING 2,812 RETURNING CITIZENS, PAROLEES, AND PROBATIONERS.

During National Reentry Week April 24-30, 2017, ADWS RES staff and the Governor's Dislocated Worker Task Force supported 20 events designed to help prepare inmates for release.



TRADE ADJUSTMENT ASSISTANCE

Trade Adjustment Assistance is a federal program that aids 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 2017:

- **TAA FIELD PERSONNEL PROVIDED CASE MANAGEMENT SERVICES FOR 742 CLIENTS ACROSS THE STATE**
- **302 TRADE CLIENTS SUCCESSFULLY COMPLETED TAA APPROVED AND SUBSIDIZED TRAINING PROGRAMS**
- **\$2,990,365.04 IN TRAINING-RELATED PAYMENTS WAS REMITTED ON BEHALF OF TRADE PROGRAM PARTICIPANTS**
- **\$4,412.76 IN JOB SEARCH AND/OR RELOCATION PAYMENTS WAS REMITTED ON BEHALF OF TRADE PROGRAM PARTICIPANTS**

IN 2017:

- **\$4,334,954 IN TRA PAYMENTS WAS REMITTED TO TAA CLIENTS**
- **\$232,467 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.

In 2017, the LMI department increased outreach to let the public know exactly what data is available to them and conducted training sessions on how to use it effectively.

IN 2017, LMI STAFF CONDUCTED 36 TRAINING SESSIONS WITH APPROXIMATELY 1,500 PARTICIPANTS AND ATTENDED 13 CAREER FAIRS AND CONFERENCES REACHING ANOTHER 3,700 LMI CUSTOMERS.

CUSTOMERS ACCESSED INFORMATION THROUGH THE DISCOVER ARKANSAS LMI PORTAL APPROXIMATELY 425,000 TIMES IN 2017.

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

**THE LMI DEPARTMENT
DISTRIBUTED MORE
THAN 196,000 PRINT
AND ELECTRONIC
PUBLICATIONS IN 2017.**

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.

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 2017.

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 2017,
REAL-LIFE
ARKANSAS
WAS USED
MORE THAN
13,000 TIMES.**

OCCUPATIONAL SKILLS ASSESSMENTS

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.

**ADWS CUSTOMERS COMPLETED 23,968
OCCUPATIONAL SKILLS ASSESSMENTS IN 2017.**



UNEMPLOYMENT INSURANCE



ADWS administers Arkansas' Unemployment Insurance program, 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.

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

**ARKANSAS'
SEASONALLY
ADJUSTED
UNEMPLOYMENT
RATE WAS 3.7% IN
DECEMBER 2017.**

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.

In June 2017, ADWS integrated staff-assisted transferred telephone calls into the Hotline environment, enabling ADWS to evenly distribute the claims assistance and maintenance workload on a statewide basis.

IN JUNE 2017, ADWS INTEGRATED STAFF-ASSISTED TRANSFERRED TELEPHONE CALLS INTO THE HOTLINE ENVIRONMENT, ENABLING ADWS TO EVENLY DISTRIBUTE THE CLAIMS ASSISTANCE AND MAINTENANCE WORKLOAD ON A STATEWIDE BASIS.

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.

- Total number of employers filing quarterly wage reports: 68,548
- From that total, the total number of employers filing online quarterly wage reports: 47,787
 - *This includes employers and tax agents filing online.
- Total amount of contributions paid by employers: \$219,323,243.25
- Total amount of contributions paid through the online portal: \$87,679,489.55

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.

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 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.

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, workers' 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 2017, EMPLOYERS
REPORTED 913,593 NEW
HIRES IN ARKANSAS.**

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 functions:

- 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.

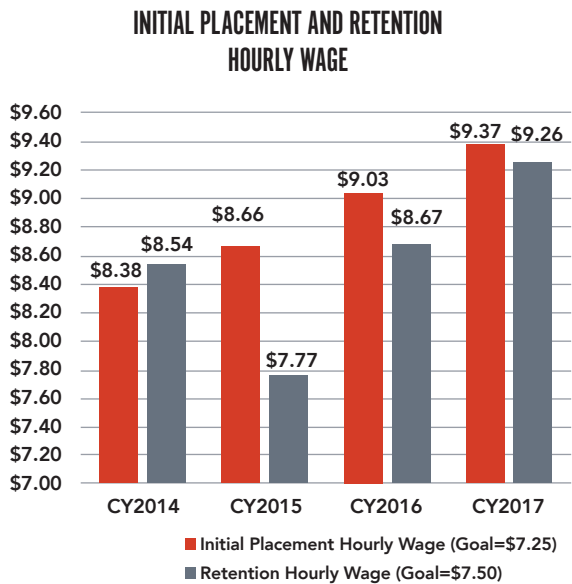
TRANSITIONAL EMPLOYMENT ASSISTANCE

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.

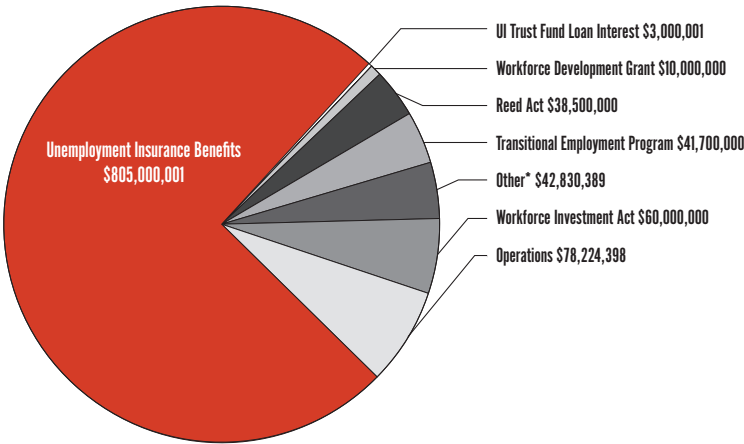
CAREER PATHWAYS

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	CY2014	CY2015	CY2016	CY2017
Enrollments	4,706	4,345	4,577	4,500
Employability Certificates	948	1,105	1,667	1,314
Technical Certificates	549	444	529	547
Associate Degrees	658	578	542	544
Certificates of Proficiency	353	438	656	566
GEDs	6	10	36	27
Other Certificates	219	488	514	539
Total Attainments	2,733	3,063	3,944	3,537

FINANCIAL STATUS



FUNDED APPROPRIATION

GRANTS	SFY2016-2017
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

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

UNEMPLOYMENT INSURANCE TRUST FUND DECEMBER 31, 2017

BALANCE, BEGINNING OF YEAR	522,460,459
REVENUES	
Unemployment Insurance Contributions	231,432,665
Reimbursement From Other States	7,545,496
Advanced Interest Proceeds	58,984
FUTA Tax Credits	35,468
Interest Income	13,374,394
TOTAL REVENUES	252,447,007
EXPENDITURES	
Unemployment Benefit Payments	125,782,770
Interstate Benefits	7,581,522
TOTAL EXPENDITURES	133,364,292
Excess (Deficiency) of Revenues Collected Over Expenditures	119,082,715
BALANCE, END OF YEAR	641,543,174



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