



# AGENDA

ARKANSAS WORKFORCE  
DEVELOPMENT BOARD

QUARTERLY MEETING



FEBRUARY 3, 2025  
12:00-3:00 P.M.



1 COMMERCE WAY  
RIVERVIEW ROOM 203  
LITTLE ROCK, AR 72202





# AGENDA

February 3, 2025



## ARKANSAS WORKFORCE DEVELOPMENT BOARD

### QUARTERLY FULL BOARD MEETING

Riverview 203

12:00 p.m. -3:30 p.m.

Call to Order.....Thomas Anderson Jr., Chairman  
 Roll Call.....Board Staff  
*(5 Minutes)*

**Agenda Item 1: ACTION-**

Minutes of November 6, 2024 Full Board Meeting.....Thomas Anderson Jr., Chairman  
*(5 Minutes)*

**Agenda Item 2: ACTION-BOARD ADMINSTRATIVE REQUIREMENTS (10 Minutes)**

Report of Chairperson.....Thomas Anderson Jr., Chairman

Stipend Payments CY 25  
 AWDB Member Required Forms & Disclosures



**Agenda Item 3: INFORMATIONAL- ADMINISTRATIVE REPORTS** (10 Minutes)

Report of State Board Director.....Dr. Charisse Childers, Director  
*Arkansas Workforce Development Board*

Report of State Workforce Agency Director.....Cody Waits, Executive Director  
*Arkansas Department of Commerce-Workforce Connections*

Report of Staff.....Eddie Thomas, Director  
*Arkansas Workforce Connections-Office of Employment & Training*

**Agenda Item 4: INFORMATIONAL- Employer Insights** (20 Minutes)

Samuel Russell, Owner  
[The Buttered Biscuit](#)



**Agenda Item 5: STANDING COMMITTEE REPORTS** (10 Minutes)

Executive Committee..... Thomas Anderson Jr., Chairman

Program & Performance Evaluation Committee.....Gan Nunnally, Chairman

Strategic Planning Committee.....Karen Breashears, Chairman



**Agenda Item 6: INFORMATIONAL (60 Minutes)**

High Performing State Workforce Boards.....[National Governors Association](#)



*Jack Porter, Program Director, NGA Center for Best Practices  
Sophia Yager, Senior Policy Analyst, NGA Center for Best Practices  
Malena Dailey, Policy Analyst, NGA Center for Best Practices*

*Guest Presenter: Nick Moore, (AL)  
Director of the Governor’s Office of Education and Workforce Transformation  
Office of Alabama Governor Kay Ivey*

**Agenda Item 7: INFORMATIONAL (15 Minutes)**

Governor’s Workforce Strategy.....Mike Rogers, Chief Workforce Officer

*Office of Governor Sarah Huckabee Sanders*

**Agenda Item 8: INFORMATIONAL (45 Minutes)**

[LAUNCH](#) & [CiviForm](#) Updates.....Arkansas Department of Transformation & Shared Services

*Dr. Robert McGough, Chief Data Officer*

*Abby McQuade and Alec Lintz- Research Improving People’s Lives ([RIPL](#))*



- Board Open Discussion
- Public Opportunity to Address the Board
- Announcements
- Adjournment





## **Workforce Open House – Please Join Us!**

(3:00-4:00 pm)

Workforce Policy & Innovation 4<sup>th</sup> Floor- Suite 404

ReEmployment- 4<sup>th</sup> Floor- Suite 403

### Arkansas Workforce Connections

Office of Employment & Training- 4<sup>th</sup> Floor- Suite 406

Office of Adult Education- 2<sup>nd</sup> Floor- Suite 201

Office of Rehabilitation Services- 2<sup>nd</sup> Floor- Suite 201

Office of Services for the Blind- 2<sup>nd</sup> Floor – Suite 201

Office of Skills Development- 6<sup>th</sup> Floor- Suite 604



## **News & Resources**

### [PY 2023 WIOA Annual Report](#)

[Planning Estimate for Workforce Innovation and Opportunity Act \(WIOA\) Youth, Adult, and Dislocated Worker Program Allotments for Program Year \(PY\) 2025](#)

### [WIOA PY 2023 Performance Assessment](#)

[U.S. Department of Labor, Employment and Training Administration \(ETA\)](#)

[U.S. Department of Education, Office of Career, Technical, and Adult Education \(OCTAE\)](#)

[U.S. Department of Education, Rehabilitation Services Administration \(RSA\)](#)

[Updated National Dislocated Worker Grant Program Guidance and Application Information-Disaster Recovery & Employment Recovery \(TEGL 09-24\)](#)      [Disaster Lifecycle from Preparedness through Resiliency: A Guide for State Workforce Agencies \(TEN 19-24\)](#)



# **Agenda Item 1: ACTION**

## **Minutes of November 6, 2024 Full Board Meeting**



**MINUTES**  
**ARKANSAS WORKFORCE DEVELOPMENT BOARD**  
**November 6, 2024**

The Arkansas Workforce Development Board convened on November 6, 2024, beginning at 10:05 a.m. The meeting was held in person at the West Little Rock Embassy Suites by Hilton Hotel. Vice Chairperson Karen Breashears presided with the following members voicing their presence: Mr. Mike Rogers, a proxy for Governor Sarah Huckabee Sanders, Commissioner Joseph Baxter, Mr. Len Blaylock, Mr. Miles Crawford, Judge Brandon Ellison, Mr. Randy Henderson, Ms. Rebecca Ives, Ms. Candice Lawrence, Dr. Trenia Miles, Ms. Edie Stewart, listening in as a guest for Mr. Brian Marsh, Mr. George Nunnally, Mr. Justin Major, a proxy for Mr. Clint O’Neal, Mr. Kelley Sharp, Mr. Cody Waits. Dr. Tina Moore, a proxy for Dr. Ken Warden, and Dr. Cassandra Williams-Stokes.

Chairman Thomas Anderson, Mr. William French, Ms. Holley Little, and Ms. Latanyua Robinson could not attend. A quorum was established.

**Agenda Item 1-ACTION-Minutes of September 18, 2024, Full Board Meeting:** Vice Chairperson Karen Breashears asked if any revisions/changes needed to be made to the September 18, 2024, meeting minutes.

**Hearing none, a motion was made by Mr. Kelley Sharp and seconded by Mr. Len Blaylock to approve the minutes. The motion carried unanimously with none opposed.**

**Agenda Item 2-INFORMATIONAL-Administrative Reports:**

**Report of Chairperson:** Vice Chairperson Karen Breashears acknowledged that Chairman Anderson sends his regards and well wishes as he was unable to attend the board meeting. Vice Chairperson Karen Breashears welcomed and thanked Mr. Nicholas Lalpui, Region 4 Administrator with the United States Department of Labor for being in attendance. Vice Chairperson Karen Breashears also thanked the staff of the Arkansas Division of Workforce Services and Arkansas Workforce Connections for hosting today’s meeting.

**AWDB Director Report:** Dr. Childers thanked everyone for their attendance and participation. Dr. Childers spoke on the unemployment and labor force participation rate. For the seventh consecutive month, Arkansas holds the record for its unemployment rate of 3.3%. Arkansas’ civilian labor force increased by 3,397 in September, a result of 4,341 additional employed and 944 fewer unemployed Arkansas. The gains in employment and the resulting increase in the civilian labor force pushed the labor force participation rate up to 58.1%. Both the civilian labor force and employment

rates remain at record-high levels. As of September 2024, there were 45,797 job seekers looking for jobs. This creates an opportunity to look at training needs within local boards and across the state.

**Report of State Workforce Agency Director:** Executive Director, Cody Waits, thanked the staff and partner agencies for their ability to adapt and adjust to all of the changes with the realignment. Executive Director, Cody Waits, also thanked the Workforce Connections Staff for their hard work on resolving and closing out WIOA monitoring reports. Executive Director, Cody Waits has been in meetings regarding Secondary Area Career and Technical Education Centers across the state. There are 10,000 people accessing services from these centers on an annual basis. This creates an opportunity for Arkansas Workforce Connections to support the centers' growth, align, and build a pipeline for catching clients early and putting them on the road to prosperity. The state of Arkansas has invested roughly around 88 million dollars in workforce training grants. More information regarding the grants will be coming out soon. Executive Director, Cody Waits, ended his remarks by speaking on the passing of Issue 1. The passing of Issue 1 will expand the use of lottery funds for technical institutes and other means of training that aren't necessarily tied to for credit programs.

**Report of the Staff:** Office of Employment and Training Director, Eddie Thomas, spoke on the Employment Services Virtual Service Center. The Employment Services Virtual Service Center launched on September 1, 2024. After a few months of being in operation, roughly 5,000 individuals have been served under this model. This model creates a virtual option for basic career services to be provided such as job search assistance, resume development, labor market information, and any other services offered in our local service centers. With all the calls received, connections are being made to connect individuals with either basic career services or other partner services.

Director Thomas also spoke on the draft issuance for the local workforce development boards. This draft issuance requests help from the local workforce development boards to help with the annual report that has to be submitted to USDOL by December 1, 2024. The draft issuance gives the local workforce development boards criteria for information that needs to be submitted to the federal partners. November 20, 2024, is the deadline for the local workforce development boards to submit their information. There will not be a penalty for any local workforce development boards who miss the deadline to submit their information.

**Agenda Item 3-INFORMATIONAL- Governor's Workforce Strategy:** Chief Workforce Officer, Mike Rogers, stated that amazing work has been done within the last year. The LAUNCH platform has been in development for some time. Civiform common intake will help in determining eligibility more seamlessly for individuals applying for services across service providers. Chief Workforce Officer, Mike Rogers is excited to see collaboration with partners across the state exploring what a job seeker has to offer and what a job employer has to offer. Arkansas is doing a great job in meeting Arkansans where they are.

**Agenda Item 4-INFORMATIONAL-Remarks:** Mr. Nicholas Lalpui thanked the state board members and representatives of the business community for their participation on the state board. On a national level, the economic numbers for the state of Arkansas look great. Mr. Nicholas Lalpui spoke on the challenge of the public workforce system. As the rate of change in the workplace continues to accelerate, the skill sets that businesses and industries are looking for are changing at a much faster rate. The role of the public workforce system in bridging the gap is going to be more critical, quicker, and innovative in looking for short-term certifications that lead to career progression that leads to a pathway of future certifications. Workforce systems are seeing more business engagement in getting people into talent pipelines vs. jobs. Mr. Nicholas Lalpui ended his remarks by stating that he is working with his colleagues on reducing federal confusion on the state level when it comes to career pathways and pipelines.

**Agenda Item 5-INFORMATIONAL-Strategic Plan Crosswalk:** Dr. Childers provided the board members with a Strategic Plan Crosswalk handout to review. The previous handout the board members received in September regarding the Strategic Plan Crosswalk will need to be studied and reviewed by the board members before the next board meeting on February 3, 2025. The Strategic Plan Committee will break down the goals to ensure every single strategic goal is addressed while also ensuring that recommendations from the Arkansas Workforce Strategy are being met. The estimated date of completion for the Strategic Plan Crosswalk is mid2025. The National Governors' Association will assist the Strategic Planning Committee with aligning recommendations and goals while helping to create action items.

**Agenda Item 6-INFORMATIONAL-Board Strategic Planning Session:** Dr. Childers stated that six local workforce boards were assigned to a workforce evaluation study: Northeast Arkansas Workforce Development Board, Southeast Arkansas Workforce Development Board, Central Arkansas Workforce Development Board, City of Little Rock Arkansas Workforce Development Board, Southwest Arkansas Workforce Development Board, and Northwest Arkansas Local Workforce Development Board. The local workforce areas assigned for this study all have adequate procedures in place to identify, on an ongoing basis, skills gaps in their regions of the state. While some are more formal than others, all of the local workforce areas are involved in identifying skills gaps in their areas. Identification of the Skills Gaps in an area generally involves "obtaining the work requirements from the employer and determining the potential employee's interests." It is the opinion of the evaluators that the six centers reviewed for this study are in substantial compliance with all ADWS regulations and that the managers take their regulatory responsibilities seriously. The evaluators further believe that the review of these six centers provides a representative picture of ADWS centers across the state and that ADWS and those who manage the Local Workforce Areas, as well as Arkansas' taxpaying citizens, should be confident in the work of the thirty-two workers centers located throughout the state.

**Agenda Item 7- INFORMATIONAL- WIOA Core Partners PY 23 Annual Performance Reports:** Commissioner Joseph Baxter and Dr. Cassondra Williams-Stokes provided an overview of the Division of Blind Services and Arkansas Rehabilitative Services annual performance for PY 23. The number of clients served for ARS for PY 23 was 17,094. ARS provided most of their services either in a four-year or two-year educational institution. More females than males received services from Arkansas Rehabilitative Services. The age range of clients served is between 16 years old and 44 years old. Arkansas Rehabilitative Services used to have a waiting list of clients who needed services. The waiting list no longer exists; everyone who walks through the door will be served.

Dr. Cassondra Williams-Stokes presented the accomplishments of The Division of Services for the Blind for PY 2023. The Division of Services for the Blind is 6<sup>th</sup> in the nation for Median Earnings for 2<sup>nd</sup> Quarter After Exit. They are also 2<sup>nd</sup> in the nation for percentage change in participants from 2022-2023. 1<sup>st</sup> in the nation with 27% of participants receiving a college service in PY 23. The Division of Services for the Blind is 5<sup>th</sup> in the nation for Blind Agencies in 2<sup>nd</sup> Quarter After Exit Employment Rate and 4<sup>th</sup> in the nation for Blind Agencies with a 63% employment rate at exit for PY 2023. Half of the participants who complete their education and/or training programs have been able to keep their jobs after exiting the program.

For the sake of time, the report for Titles I, II, and III were included in the agenda packet for the board members to review.

**Agenda Item 8- INFORMATIONAL-Local Workforce Board Spotlight:** Mr. James Morgan became the Director of the East Arkansas Planning & Development District (EAPDD) in March of 2024 after the ETS Inc. organization dissolved and merged with EAPDD. Mr. James Morgan works hard to develop a workforce that fulfills the needs of Northwest Arkansas employers. Mr. James Morgan shared a few success stories of WIOA program participants. Mr. Jeremiah May was a WIOA Adult program participant. He is currently working full-time at Wagner Medical Clinic in Manila, AR. Mr. May is thankful for the WIOA assistance in Occupational Skills Training at Arkansas Northeastern College. Mr. May has peace of mind knowing he is in a high-demand occupation with a self-sufficient wage. Ms. Hannah Montgomery was also a WIOA Adult program participant. She was hired at NEA Cancer Center. Ms. Montgomery is grateful to the WIOA Adult program for helping her get through college so that she could better support her family and obtain her dream job.

Open Discussion: None

Public Opportunity to Address the Board: None



Announcements: National Apprenticeship Week is November 17-23, 2024. USDOL reported Over 10,000 registered apprenticeships in the state of Arkansas. A reminder announcement was made for the kick-off of the 2024 WIOA Partners Conference today at 1:00 p.m. at the Embassy Suites Hotel.

Adjournment: Vice-chairperson Karen Breashears asked for a motion to conclude the board meeting. **The motion was made by Judge Brandon Ellison and seconded by Mr. Kelley Sharp. The board meeting adjourned at 12:36 p.m.**

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Thomas Anderson, Board Chairman  
Arkansas Workforce Development Board

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Dr. Charisse Childers, Director  
Arkansas Workforce Development Board

*Minutes recorded by Victoria Hall  
Arkansas Workforce Connections Staff*

## Agenda Item 2: ACTION

# BOARD ADMINISTRATIVE REQUIREMENTS



January 31, 2025

**AWDB Stipend Overview:**

- 1) The AWDB statute, § 15-4-3704, in which the board at its first meeting of the calendar year may authorize stipends in lieu of expenses for full board meetings or its committee meetings, with an exception for expense reimbursements under § 25-16-902.
- 2) § 25-16-902, in which the board at its first meeting of the calendar year may authorize reimbursement of travel expenses for official board activities.
- 3) The board authorized payment of a \$110 stipend in lieu of travel expenses under § 15-4-3704 for regularly scheduled full board meetings.
- 4) The board did not vote to authorize travel expenses under § 25-16-902.
- 5) The board voted to authorize payment of a stipend in lieu of travel expenses under § 15-4-3704, which has an exception for expenses authorized under § 25-16-902. There is no record of a vote to authorize expenses under § 25-16-902. The board authorized only a stipend payment with no exceptions.
- 6) The board may authorize a stipend in lieu of travel expenses under § 15-4-3704, or travel expenses under § 25-16-902, or authorize both a stipend and travel expenses.

**APPLICABLE LAW:**

- 1) Ark. Code Ann. § 15-4-3704 is the primary AWDB statute, which states:  
(h)(1) By a majority vote of the total membership of the Arkansas Workforce Development Board cast during its first regularly scheduled meeting of each calendar year, the Arkansas Workforce Development Board may authorize payment to the appointed members of a stipend not to exceed one hundred ten dollars (\$110) per meeting attended of the full Arkansas Workforce Development Board or its committees, and the Arkansas Workforce Development Board members shall receive no other compensation, expense reimbursement, or in-lieu-of payments except as provided in § 25-16-902.
  
- 2) Ark. Code Ann. § 25-16-902 governs expense reimbursement authorizations for all state boards and states:  
(a) Every state board may, by a majority vote of the total membership of the board cast during its first regularly scheduled meeting of each calendar year, authorize expense reimbursement for each board member for performing official board duties.  
(b) The expense reimbursement shall not exceed the rate established for state employees by state travel regulations.
  
- 3) AWDB By-Laws, revised October 24, 2023, govern the membership and duties of the board and states in pertinent part:  
Section 5, paragraph 4: Reimbursements and Expenses Withheld.  
Travel expenses reported by Board members...to attend meeting of the Board or its committees or other meetings approved by the Board shall be reimbursed in accordance with the State travel reimbursement policy and State of Arkansas Travel Regulations, which allows for members to be reimbursed for their actual and necessary expenses incurred in the performance of their duties. Members shall submit their travel reimbursement request in writing to state staff for reimbursement.

## **Agenda Item 3: INFORMATIONAL ADMINISTRATIVE REPORTS**





# State Performance Assessment- WIOA

U.S. Department of Labor, Employment and Training Administration (ETA)  
U.S. Department of Education, Office of Career, Technical, and Adult Education (OCTAE)  
U.S. Department of Education, Rehabilitation Services Administration (RSA)  
December 10, 2024

## Arkansas Performance Results for PY 2023

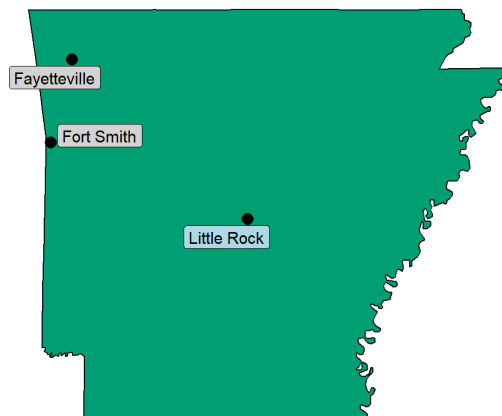
The figures here give an overview of the performance results for Arkansas in PY 2023 using the model estimates to get performance scores as discussed in *About*. The data table shows the summary data related to these figures.

### State Performance Scores

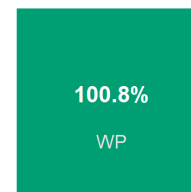
The figures below show the performance scores for Arkansas. The color of the state map indicates the performance result for Arkansas (i.e., green for performance success and purple for performance failure). The boxes on the right show the overall state indicator scores and overall state program scores. There is a performance failure if any overall score is below 90%.

#### Arkansas

Motto: Regnat populus  
(The people rule)

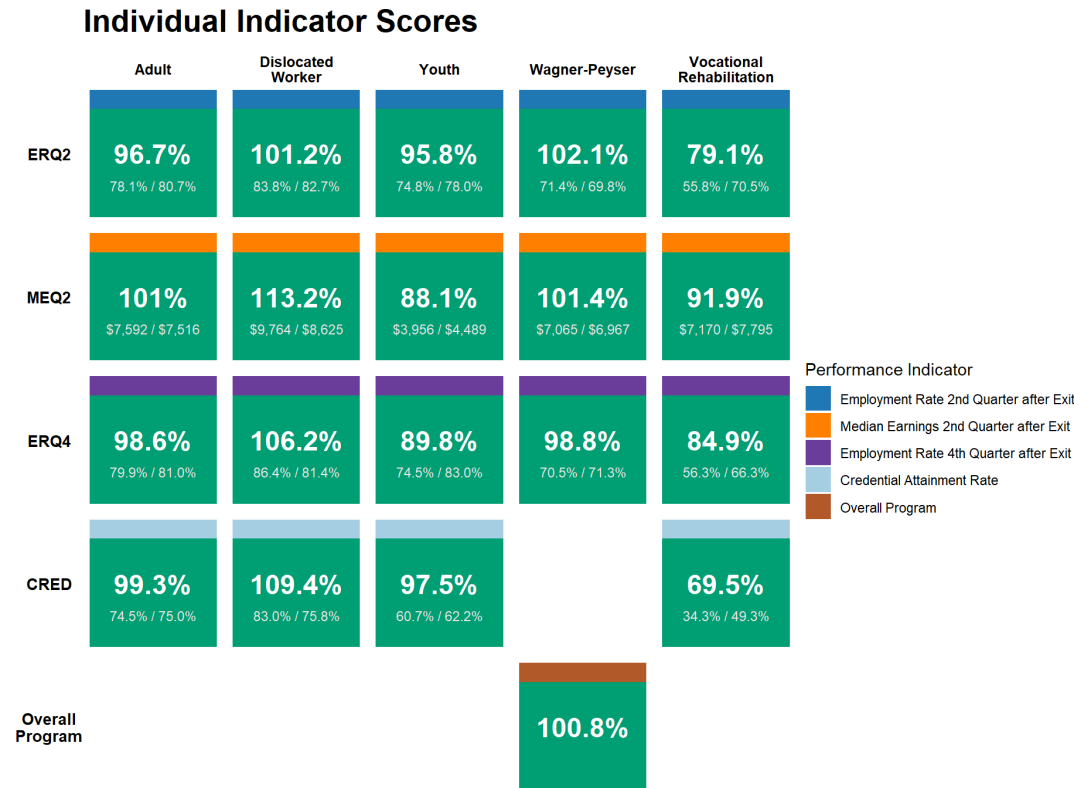


#### Overall State Program Scores





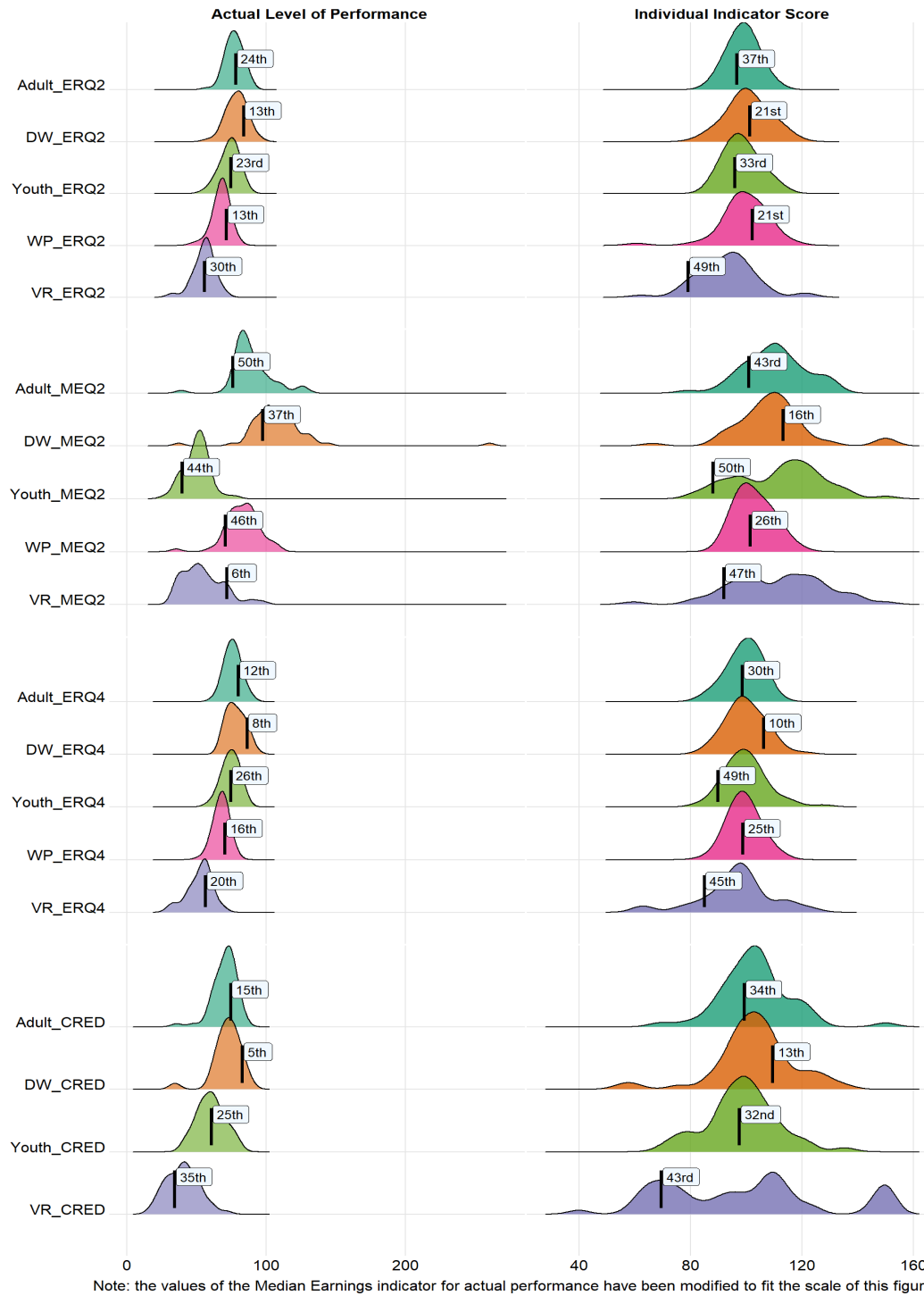
The figure below shows the individual indicator scores for each program. The scores are calculated by dividing the actual level of performance by the adjusted level of performance (the values used in the calculation are shown in the box). A failure occurs if an individual indicator score is below 50%.



## State Comparison

The figures here give an overview of the performance results for Arkansas in PY 2023 using the model estimates to get performance scores. The data table shows the summary data related to these figures. The figures below show how Arkansas compared to all other states in PY 2023. Distributions of actual levels of performance for each indicator for all states are on the left and distributions of individual indicator scores for all states are on the right. The flag represents Arkansas's ranking for each distribution.

## How Arkansas compares to All Other States



Note: the values of the Median Earnings indicator for actual performance have been modified to fit the scale of this figure.

[Data Table](#)

The figures here give an overview of the performance results for Arkansas in PY 2023 using the model estimates to get performance scores. The data table shows the summary data related to these figures.

Arkansas Performance Data					
Program	Indicator	Negotiated Level	Adjusted Level	Actual Level	Score
Adult	Employment Rate 2nd Quarter after Exit	83.0%	80.7%	78.1%	96.7%
Adult	Median Earnings 2nd Quarter after Exit	\$6,649	\$7,516	\$7,592	101%
Adult	Employment Rate 4th Quarter after Exit	82.0%	81.0%	79.9%	98.6%
Adult	Credential Attainment Rate	81.0%	75.0%	74.5%	99.3%
Dislocated Worker	Employment Rate 2nd Quarter after Exit	83.0%	82.7%	83.8%	101.2%
Dislocated Worker	Median Earnings 2nd Quarter after Exit	\$7,227	\$8,625	\$9,764	113.2%
Dislocated Worker	Employment Rate 4th Quarter after Exit	85.0%	81.4%	86.4%	106.2%
Dislocated Worker	Credential Attainment Rate	79.0%	75.8%	83.0%	109.4%
Youth	Employment Rate 2nd Quarter after Exit	73.0%	78.0%	74.8%	95.8%
Youth	Median Earnings 2nd Quarter after Exit	\$3,700	\$4,489	\$3,956	88.1%
Youth	Employment Rate 4th Quarter after Exit	76.0%	83.0%	74.5%	89.8%
Youth	Credential Attainment Rate	62.0%	62.2%	60.7%	97.5%
Wagner-Peyser	Employment Rate 2nd Quarter after Exit	69.5%	69.8%	71.4%	102.1%
Wagner-Peyser	Median Earnings 2nd Quarter after Exit	\$5,477	\$6,967	\$7,065	101.4%
Wagner-Peyser	Employment Rate 4th Quarter after Exit	69.5%	71.3%	70.5%	98.8%
<b>Wagner-Peyser</b>	<b>Overall Program Score</b>				<b>100.8%</b>
Vocational Rehabilitation	Employment Rate 2nd Quarter after Exit	61.5%	70.5%	55.8%	79.1%
Vocational Rehabilitation	Median Earnings 2nd Quarter after Exit	\$5,787	\$7,795	\$7,170	91.9%
Vocational Rehabilitation	Employment Rate 4th Quarter after Exit	57.9%	66.3%	56.3%	84.9%
Vocational Rehabilitation	Credential Attainment Rate	30.9%	49.3%	34.3%	69.5%

The figures below show details for the two performance indicators being assessed in PY 2023 in the **Adult** program.

- The **negotiated level** of performance is the agreed upon target level of performance for PY 2023 prior to the start of PY 2023.
- The **adjusted level** of performance is the result of re-calculating the negotiated level of performance once PY 2023 ends. It is calculated using model estimates, data on actual program participants in PY 2023, and data on actual economic conditions in which the participants were served.
- The **adjustment factor** is the total amount that the original negotiated level was adjusted.
- The **actual level** of performance shows the actual reported performance results for the indicator and includes the **individual indicator score** (i.e., the actual level divided by the adjusted level).



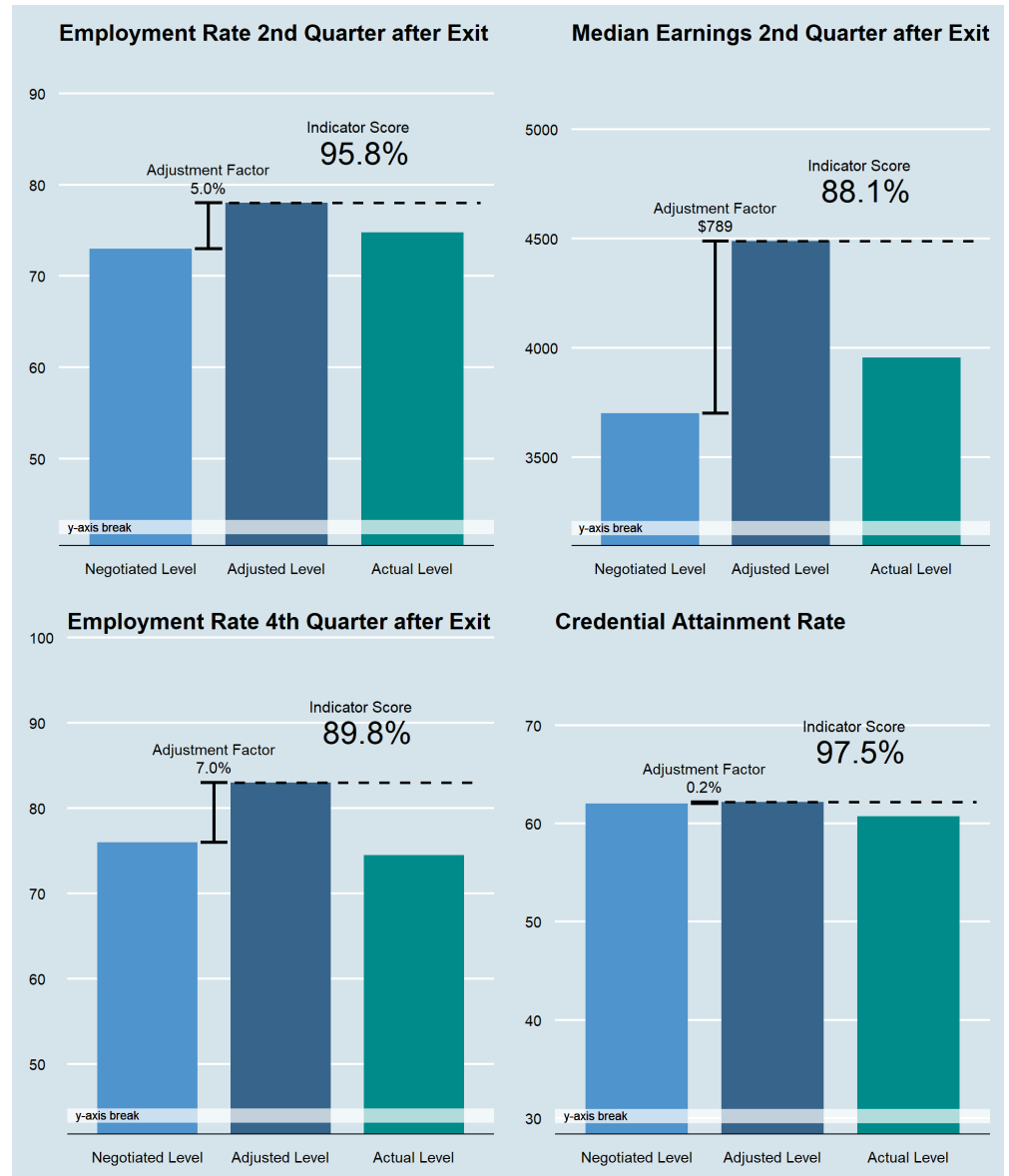
The figures below show details for the two performance indicators being assessed in PY 2023 in the **Dislocated Worker** program.

- The **negotiated level** of performance is the agreed upon target level of performance for PY 2023 prior to the start of PY 2023.
- The **adjusted level** of performance is the result of recalculating the negotiated level of performance once PY 2023 ends. It is calculated using model estimates, data on actual program participants in PY 2023, and data on actual economic conditions in which the participants were served.
- The **adjustment factor** is the total amount that the original negotiated level was adjusted.
- The **actual level** of performance shows the actual reported performance results for the indicator and includes the **individual indicator score** (i.e., the actual level divided by the adjusted level).



The figures below show details for the two performance indicators being assessed in PY 2023 in the **Youth** program.

- The **negotiated level** of performance is the agreed upon target level of performance for PY 2023 prior to the start of PY 2023.
- The **adjusted level** of performance is the result of recalculating the negotiated level of performance once PY 2023 ends. It is calculated using model estimates, data on actual program participants in PY 2023, and data on actual economic conditions in which the participants were served.
- The **adjustment factor** is the total amount that the original negotiated level was adjusted.
- The **actual level** of performance shows the actual reported performance results for the indicator and includes the **individual indicator score** (i.e., the actual level divided by the adjusted level).





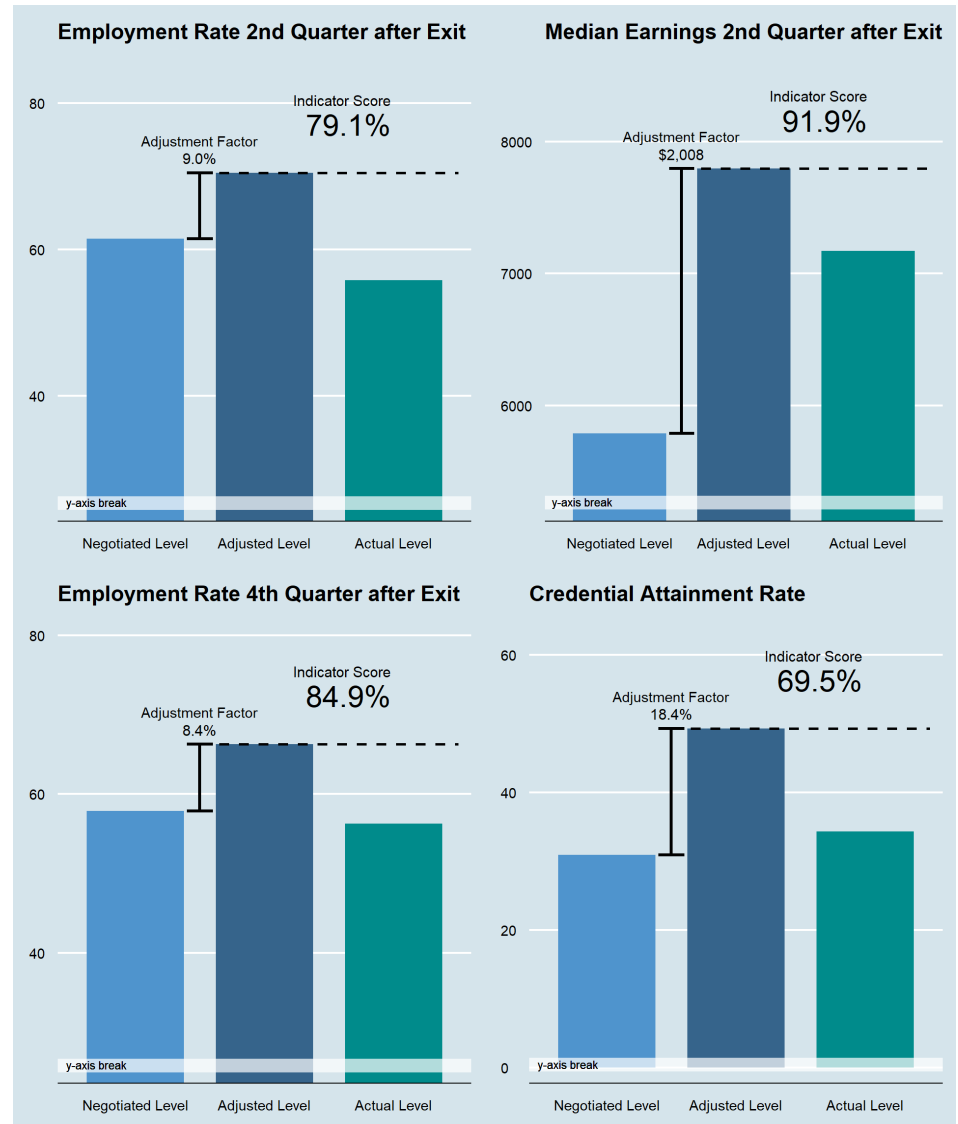
The figures below show details for the two performance indicators being assessed in PY 2023 in the **Wagner-Peyser** program.

- The **negotiated level** of performance is the agreed upon target level of performance for PY 2023 prior to the start of PY 2023.
- The **adjusted level** of performance is the result of recalculating the negotiated level of performance once PY 2023 ends. It is calculated using model estimates, data on actual program participants in PY 2023, and data on actual economic conditions in which the participants were served.
- The **adjustment factor** is the total amount that the original negotiated level was adjusted.
- The **actual level** of performance shows the actual reported performance results for the indicator and includes the **individual indicator score** (i.e., the actual level divided by the adjusted level).



The figures below show details for the two performance indicators being assessed in PY 2023 in the **Vocational Rehabilitation** program.

- The **negotiated level** of performance is the agreed upon target level of performance for PY 2023 prior to the start of PY 2023.
- The **adjusted level** of performance is the result of recalculating the negotiated level of performance once PY 2023 ends. It is calculated using model estimates, data on actual program participants in PY 2023, and data on actual economic conditions in which the participants were served.
- The **adjustment factor** is the total amount that the original negotiated level was adjusted.
- The **actual level** of performance shows the actual reported performance results for the indicator and includes the **individual indicator score** (i.e., the actual level divided by the adjusted level).



<b>TRAINING AND EMPLOYMENT NOTICE</b>	<b>NO.</b> 17-24
	<b>DATE</b> December 30, 2024

**TO:** STATE WORKFORCE AGENCIES  
ALL STATE WORKFORCE LIAISONS

**FROM:** JOSÉ JAVIER RODRÍGUEZ /s/  
Assistant Secretary

**SUBJECT:** Planning Estimate for Workforce Innovation and Opportunity Act (WIOA) Youth, Adult, and Dislocated Worker Program Allotments for Program Year (PY) 2025

1. **Purpose.** To transmit to states and outlying areas the impact of updated data on WIOA Title I Youth, Adult, and Dislocated Worker program allotments for PY 2025.
2. **Action Requested.** The Department of Labor (Department) is requesting that states use these allotment estimates to plan for PY 2025 activities. States can actively review their obligations and expenditures on in-person and virtual service delivery, as areas around the country have been responding to the changing economy and labor market. States should consider ways to adjust spending to provide the services that are needed most by jobseekers and employers and ensure that Title I funds are used to assist jobseekers find and retain employment with employers offering quality jobs.
3. **Summary and Background.**
  - a. Summary – For planning purposes, the Employment and Training Administration (ETA) is providing estimated allotment levels for the WIOA Youth, Adult, and Dislocated Worker programs to show the impact of updated unemployment data on state allotments for PY 2025. The table is not meant to predict each state’s allotment. ETA based the estimated allotment levels provided in this Training and Employment Notice (TEN) on PY 2024 appropriated funding levels, which will be adjusted when the Fiscal Year (FY) 2025 full-year appropriation is enacted, and reserves are made for evaluations and program integrity.
  - b. Background – Every year, ETA calculates allotments based on statutory formulas that require ETA to adjust funding from one state relative to another based on factors that change year to year, such as relative share of unemployment. The attached table shows how changes from last year in relative share of unemployment and other factors change the relative share of allotments, for state planning purposes. ETA will publish final amounts available for state grants in its annual allotment guidance once Congress enacts a full-year appropriation for FY 2025 and after the Department determines set asides for evaluations and program integrity.

The funding levels in this guidance letter can provide states with a general idea of how their funding may change in PY 2025. To date, Congress enacted the Continuing Appropriations and Extensions Act, 2025 (P.L. 118-83) and the Further Consolidated Appropriations Act, 2024 (P.L. 118-47).

#### 4. Planning Estimates.

- a. **Methodology** - To provide states with estimated PY 2025 funding levels to use for planning purposes, ETA: 1) used the data that ETA will use to calculate the actual PY 2025 allotments, and 2) estimated funding for the WIOA Adult, Dislocated Worker, and Youth programs based on the full-year funding levels for these programs in PY 2024 as indicated in Training and Employment Guidance Letter (TEGL) 12-23. See [Allotments TEGL 12-23](#) for further descriptions of the funding levels used, as well as descriptions of the WIOA Youth, Adult, and Dislocated Worker formulas and data factors.

ETA used the following funding levels to prepare allotment estimates for PY 2025:

- WIOA Youth Activities total \$927,587,911 for states and \$2,324,782 for outlying areas.
- WIOA Adult Activities total \$881,089,755 for states and \$2,208,245 for outlying areas; and
- WIOA Dislocated Worker Activities total \$1,092,713,000 for states and \$3,483,930 for outlying areas.

ETA used the following data in the WIOA Adult and Youth formulas:

- The average number of unemployed individuals for Areas of Substantial Unemployment (ASUs) for the 12-month period July 2023 through June 2024.
- The number of excess unemployed individuals or excess unemployed individuals in ASUs (depending on which is higher) averages for the same 12-month period as used for ASU unemployed data; and
- The number of disadvantaged Youth; or, for the Adult formula, the number of disadvantaged Adults based on special tabulations of data from the Census Bureau's American Community Survey (ACS) collected between January 1, 2016, and December 31, 2020.

ETA used the following data in the WIOA Dislocated Worker State formula:

- The number of unemployed, averaged for the 12-month period, October 2023 through September 2024;
- The number of excess unemployed, averaged for the 12-month period, October 2023 through September 2024; and
- The number of long-term unemployed, averaged for the 12-month period, October 2023 through September 2024.

b. **Final Allotment Levels** - ETA will issue the final PY 2025 allotment levels for WIOA Title I Youth, Adult, Dislocated Worker, Wagner-Peyser Act Employment Service, and Workforce Information Grant programs to states based on the full-year appropriation for FY 2025 and after making decisions on the set aside amounts.

5. **Inquiries**. Please direct questions regarding these estimated full-year allotments to the appropriate Regional Office.

6. **References**.

- Continuing Appropriations and Extensions Act, 2025 (P.L. 118-83);
- Further Consolidated Appropriations Act, 2024, (P.L. 118-47);  
Workforce Innovation and Opportunity Act, (P.L. 113-128), as amended; and
- [TEGL No. 12-23](#), May 8, 2024, *Workforce Innovation and Opportunity Act (WIOA) Adult, Dislocated Worker, and Youth Activities Program Allotments for Program Year (PY) 2024; PY 2024 Allotments for the Wagner-Peyser Act Employment Service (ES) Program; and PY 2024 Allotments of Workforce Information Grants to States and Outlying Areas.*

7. **Attachment**.

- Planning Estimate: PY 2025 WIOA Youth, Adult, and Dislocated Worker State Allotments

U.S. Department of Labor  
Employment and Training Administration

**Planning Estimate: PY 2025 WIOA Youth, Adult, and Dislocated Worker State Allotments**

\*\*\*THESE AMOUNTS ARE NOT THE FINAL AMOUNTS AVAILABLE FOR PY 2025\*\*\*

State	WIOA Youth Activities	WIOA Adult Activities	WIOA Dislocated Workers	Total
<b>Total</b>	<b>\$944,073,800</b>	<b>\$883,298,000</b>	<b>\$1,393,572,000</b>	<b>\$3,220,943,800</b>
Alabama	8,438,083	8,187,476	11,103,868	27,729,427
Alaska	3,099,776	2,911,532	5,288,900	11,300,208
Arizona	20,785,827	19,519,800	25,484,180	65,789,807
Arkansas	6,246,637	6,023,959	4,069,973	16,340,569
California	169,826,361	163,327,865	206,059,775	539,214,001
Colorado	11,122,204	10,150,365	12,681,408	33,953,977
Connecticut	10,205,887	9,185,042	10,625,762	30,016,691
Delaware	3,173,006	3,056,458	2,265,397	8,494,861
District of Columbia	4,078,434	3,682,959	10,881,752	18,643,145
Florida	36,324,292	38,612,347	37,296,386	112,233,025
Georgia	15,693,097	14,979,566	24,041,947	54,714,610
Hawaii	3,047,279	3,081,912	2,280,725	8,409,916
Idaho	3,076,971	2,863,541	2,350,148	8,290,660
Illinois	51,922,953	49,162,477	76,454,188	177,539,618
Indiana	16,142,276	14,202,049	11,117,346	41,461,671
Iowa	4,769,806	3,306,765	4,827,535	12,904,106
Kansas	4,203,300	3,128,792	4,826,870	12,158,962
Kentucky	16,838,153	16,298,926	10,536,197	43,673,276
Louisiana	14,049,409	13,799,796	13,180,725	41,029,930
Maine	2,318,970	2,202,724	1,824,872	6,346,566
Maryland	14,605,988	14,097,316	13,483,628	42,186,932
Massachusetts	17,033,758	14,618,885	17,874,320	49,526,963
Michigan	30,831,944	28,711,063	24,972,186	84,515,193
Minnesota	7,778,200	6,580,552	7,690,751	22,049,503
Mississippi	7,752,763	7,431,989	10,725,943	25,910,695
Missouri	11,635,315	10,789,067	8,823,715	31,248,097
Montana	2,318,970	2,202,724	1,292,062	5,813,756
Nebraska	2,798,768	2,202,724	1,644,649	6,646,141
Nevada	13,884,743	13,618,324	23,249,713	50,752,780
New Hampshire	2,318,970	2,202,724	1,720,461	6,242,155
New Jersey	31,116,157	30,374,607	41,960,312	103,451,076
New Mexico	7,019,693	6,764,288	16,057,143	29,841,124
New York	65,072,750	63,417,237	91,570,848	220,060,835
North Carolina	24,386,523	23,187,042	18,941,373	66,514,938
North Dakota	2,318,970	2,202,724	963,145	5,484,839
Ohio	35,520,422	32,930,175	24,512,213	92,962,810
Oklahoma	7,285,402	6,679,702	5,022,163	18,987,267
Oregon	11,127,185	10,838,751	8,471,633	30,437,569
Pennsylvania	38,999,336	36,309,352	47,035,219	122,343,907
Puerto Rico	17,468,717	18,140,030	97,541,669	133,150,416
Rhode Island	2,942,919	2,476,181	2,808,237	8,227,337
South Carolina	10,192,504	9,817,186	9,470,111	29,479,801
South Dakota	2,318,970	2,202,724	1,043,517	5,565,211
Tennessee	13,244,809	12,987,570	11,650,271	37,882,650
Texas	86,745,358	81,726,266	67,404,463	235,876,087
Utah	4,226,755	3,108,154	3,776,612	11,111,521
Vermont	2,318,970	2,202,724	806,686	5,328,380
Virginia	11,792,488	11,024,221	11,530,718	34,347,427
Washington	20,515,641	19,668,623	25,677,297	65,861,561
West Virginia	5,322,738	5,239,168	8,120,130	18,682,036
Wisconsin	9,010,494	7,450,587	8,854,754	25,315,835
Wyoming	2,318,970	2,202,724	819,104	5,340,798
<b>State Total</b>	<b>927,587,911</b>	<b>881,089,755</b>	<b>1,092,713,000</b>	<b>2,901,390,666</b>
American Samoa	340,067	322,452	508,730	1,171,249
Guam	933,266	884,923	1,396,136	3,214,325
Northern Marianas	435,808	413,234	651,956	1,500,998
Palau	75,000	75,000	118,327	268,327
Virgin Islands	540,641	512,636	808,781	1,862,058
<b>Outlying Areas Total</b>	<b>2,324,782</b>	<b>2,208,245</b>	<b>3,483,930</b>	<b>8,016,957</b>
<b>Native Americans</b>	<b>14,161,107</b>	<b>0</b>	<b>0</b>	<b>14,161,107</b>
<b>National Reserve</b>	<b>0</b>	<b>0</b>	<b>297,375,070</b>	<b>297,375,070</b>

The amounts provided in this table can be used to get a general idea of the funding that could be available to each state if funding levels for these programs are exactly the same as announced in PY 2024 (see TEGL 12-23). In this table, the total dollars estimated to be available for PY 2025 were distributed among states according to the updated data factors for PY 2025. A number of decisions that have yet to be made could impact the final amounts obligated to each state.



**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.

Liquid 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 80 percent funded by the U.S. Department of Labor through awards totaling \$4,320,000.

ARKANSAS WORKFORCE CENTERS  
Arkansas Workforce Connections

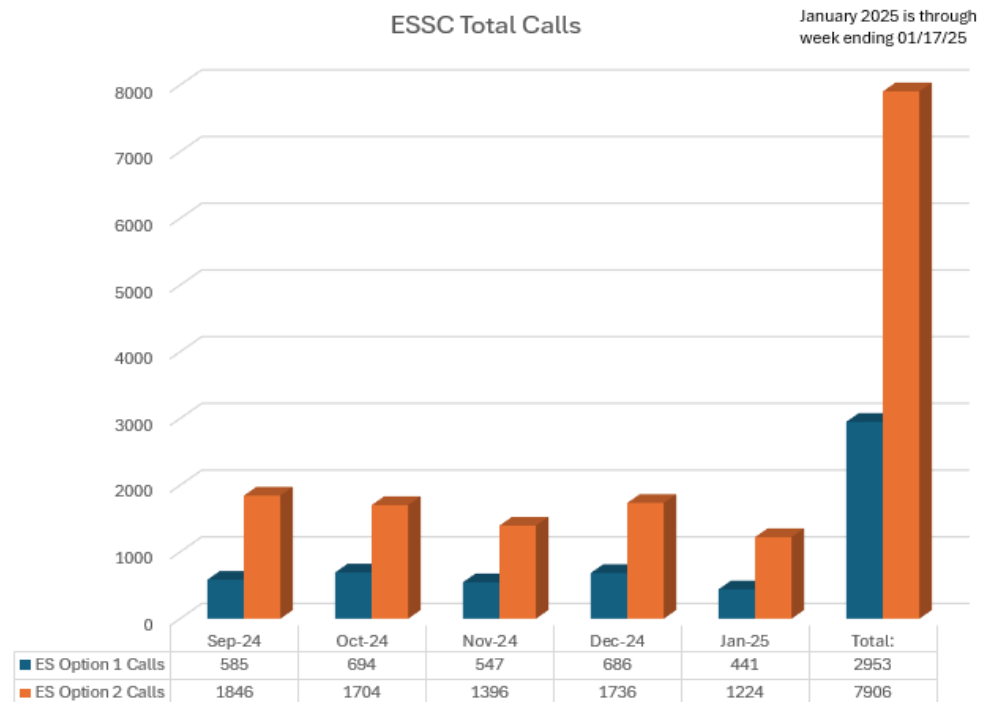
The **Employment Services Service Center (ESSC)** began on 09/02/2024. The ESSC allows customers and employers to receive services via telephone. The ESSC is a part of a hybrid service delivery model. Customers and employers who prefer face-to-face services continue to be able to meet with staff at a local workforce center.

There are two options for customers to select when calling into the ESSC.

**Option 1** is for customers seeking technical assistance with our statewide job search database, Arkansas JobLink, and for employers. Customers and employers may receive assistance with password resets and other technical assistance. Employers can receive information regarding services available and are routed to the appropriate staff person or partner depending on need.

**Option 2** is for customers seeking Wagner-Peyser services. Services include, but are not limited to job search assistance, resume preparation, partner referrals, and access to other resources, services, & programs.

The ESSC is staffed by 6 full time employees. 1 program monitor responsible for reviewing calls for quality assurance, 1 program supervisor which oversees day to day operations and assists with option 1 and 4 Workforce Specialists that provide employment services assistance to callers. Through week ending 01/17/25, the ESSC has taken 10,859 calls.



## Employment Services- **Monthly Workshops and Trainings** Breakdown

			Instructor: Darius Richmond			
	Date	Time	Class	# Attendees	Certificates Given	
<b>SEPT</b>	9/13/2024	9:00 PM	Career Exploration & Networking	13		
	9/13/2024	1:00 PM	Career Exploration & Networking	1		
	9/20/2024	9:00 AM	Resume 101	8		
	9/20/2024	1:00 PM	Resume 101	1		
	9/27/2024	9:00 AM	Job Interviews	13		
	9/27/2024	1:00 PM	Job Interviews	0		
			<b>Totals: 6 Workshops</b>	<b>36</b>		
<b>OCT</b>	10/9/2024	12:00 PM	Lunch and Learn - Emotional Intelligence	9		
	10/15/2024	9:00 AM	Career Exploration & Networking	17		6
	10/15/2024	1:00 PM	Career Exploration & Networking	7		4
	10/16/2024	9:00 AM	Resume Writing 101	9		6
	10/16/2024	1:00 PM	Resume Writing 101	7		6
	10/17/2024	9:00 AM	Job Interview and After Hire Tips	5		5
	10/17/2024	1:00 PM	Job Interview and After Hire Tips	5		3
	10/18/2024	9:00 AM	Reentry Workshop: Job Search Workshop	43		43
	10/22/2024	12:00 PM	Lunch and Learn - Adaptability: Be Water	17		
	10/23/2024	10:00 AM	Southwest Partners Meeting: The Ultimate Soft Skill	20		
	10/25/2024	9:00 AM	Reentry Workshop: Emotional Intelligence	33		33
			<b>11 Workshops</b>	<b>172</b>		<b>106</b>

<b>NOV</b>	11/4/2024	12:00 PM	Lunch and Learn - Effective Communication	13		
	11/12/2024	9:00 AM	Job Search Workshop - Career Exploration and Networking	10		2
	11/12/2024	1:00 PM	Job Search Workshop - Career Exploration and Networking	5		3
	11/13/2024	9:00 AM	Job Search Workshop - Resume Writing 101	2		2
	11/13/2024	1:00 PM	Job Search Workshop - Resume Writing 101	2		2
	11/13/2024	2:15 PM	Emotional Intelligence Presentation - WIOA Policy Training	91		
	11/14/2024	9:00 AM	Job Search Workshop - Job Interviews and After Hire Tips	10		3
	11/14/2024	1:00 PM	Job Search Workshop - Job Interviews and After Hire Tips	3		2
	11/20/2024	12:00 PM	Lunch and Learn - Work Ethic	3		
			<b>Totals: 9 Workshops</b>	<b>139</b>		<b>14</b>
<b>DEC</b>	12/4/2024	12:00 PM	Lunch and Learn - Motivation	15		
	12/5/2024	10:00 AM	Staff Quarterly Training: Soft Skill "Effective Communication"	0		
	12/9/2024	10:00 AM	Job Training: Mental Health in the Workplace	4		
	12/10/2024	12:00 PM	Lunch and Learn - Conflict Resolution	7		
	12/11/2024	12:30 PM	Staff Quarterly Training: Soft Skill "Effective Communication"	5		
	12/16/2024	9:00 AM	Reentry Job Search Workshop (Texarkana Unit)	22		22
	12/17/2024	9:00 AM	Job Search Workshop - Career Exploration and Networking	0		
	12/17/2024	1:00 PM	Job Search Workshop - Career Exploration and Networking	3		3
	12/18/2024	9:00 AM	Job Search Workshop - Resume Writing 101	3		
	12/18/2024	1:00 PM	Job Search Workshop - Resume Writing 101	3		1
	12/19/2024	9:00 AM	Job Search Workshop - Job Interviews and After Hire Tips	Cancelled – Staff Meeting		
	12/19/2024	1:00 PM	Job Search Workshop - Job Interviews and After Hire Tips	Cancelled – Staff Meeting		
	12/20/2024	9:00 AM	Reentry Soft Skills Workshop (Texarkana Unit)	27		27
			13 Workshops	Attendees	Certificates Given	
			<b>Totals</b>	<b>89</b>		<b>53</b>

	Date	Time	Class	# Attendees	Internal or External Attendees	Certificates Given
<b>JAN</b>	1/7/2025	12:00 PM	Lunch and Learn - Time Management (Internal & External)	21		
	1/14/2025	9:00 AM	Career Exploration & Networking (Internal & External)	6	1 Internal 5 External	1
	1/14/2025	1pm	Career Exploration & Networking (Internal & External)	4	1 Internal 3 External	1
	1/15/2025	9am	Resume 101(Internal & External)	6	1 Internal 5 External	3
	1/15/2025	1pm	Resume 101(Internal & External)	4	1 Internal 3 External	2
	1/16/2025	9am	Job Interviews(Internal & External)	4	1 Internal 3 External	1
	1/16/2025	1pm	Job Interviews(Internal & External)	5	1 Internal 4 External	3
	1/17/2025	9:00 AM	Reentry Job Search Workshop - Soft Skills (External)	24		24
	1/21/2025	12:00 PM	Lunch and Learn - Problem Solving(Internal & External)	10	4 Internal 6 External	
	1/24/2025	9:00 AM	Reentry Job Search Workshop - Job Searching (External)	24		24
			<b>Totals: 10 Workshops</b>	<b>108</b>	<b>10 Internal 29 External</b>	<b>59</b>

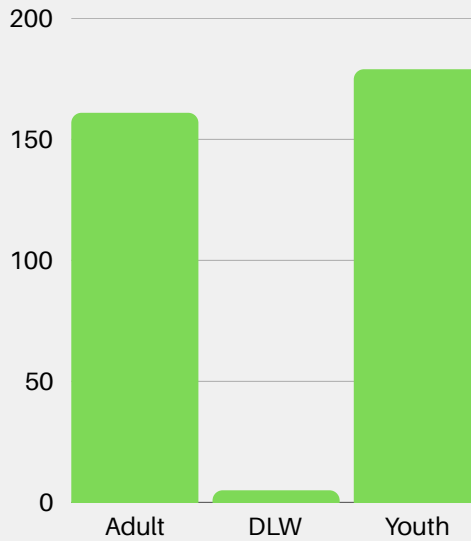
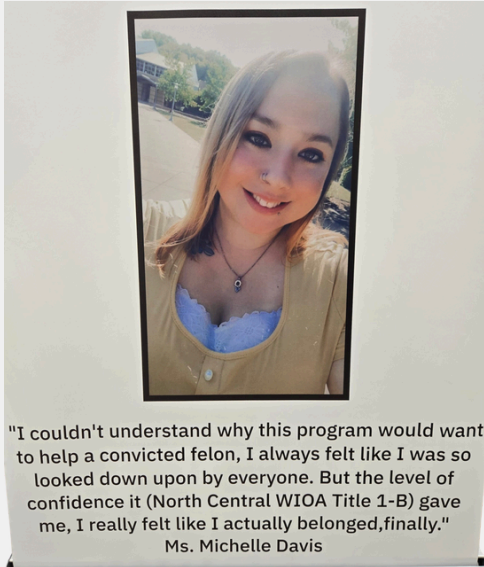
Since September 2024, the Office of Employment and Training Employment Services department has implemented various job search workshops and trainings to internal staff and external customers monthly and quarterly. Three types of job search workshops are given each month covering job search techniques and tips to assist job seekers in finding employment and educational/occupational resources available through the workforce and its partners. These workshops cover career exploration, job search, networking, resume writing, interview techniques, and after hire tips. Information is also provided about WIOA partners services and resources.

Other trainings implemented were new hire orientation (onboarding) training, staff soft skills training, reentry workshops, and lunch and learns. These trainings are designed to acclimate new hires to workforce policies and procedures as well as provide professional development training to ensure that staff/employees are providing a high-level quality of service and are adequately prepared, professionally and personally, for the uncertain changes in the workplace.

Reentry is a vital demographic of the community, and E&T is committed to serving the justice-involved demographic by offering workshops at state prisons and parole offices covering successful reintegration back into society, combating recidivism, and workforce employment tips and resources available to those upon release.

Since September 2024, there has been a total of **49** job search workshops and trainings given. (Averaging from 10 to 12 monthly), **544** job seekers in attendance, with **232** certificates of completion given to internal staff, external job seekers, and reentry returning citizens.

# OVERVIEW



ENROLLMENTS  
7/1/2024 - 1/28/2025

Adults	161
DLW	5
Youth	179
Total	345

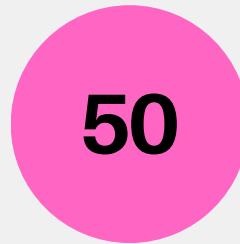
## SPECIAL POPULATIONS (HIGHEST CATEGORIES)



Justice Involved



Long Term  
Unemployed



Basic Skills Deficient



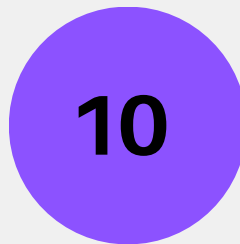
School Dropout



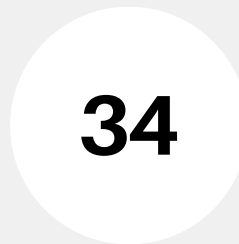
Low-Income



Disabled



Homeless



Single Parents





**Shorter College  
Reimagine Arkansas Workforce Program  
AWDB Meeting  
February 2025**

# Agenda

- **Enrollment**
- **Performance**
- **Job Placement Plans**
- **New on the Horizon**
- **Best Practices**
- **Success Story**



# Performance

Year 4 Enrollments	Year 5 Enrollments	YTD Enrollments	Year 4 Completers	Year 5 Completers	YTD Completers
123	81	559	49	10	159

**Cohort 16 Completion Rate  
56%**

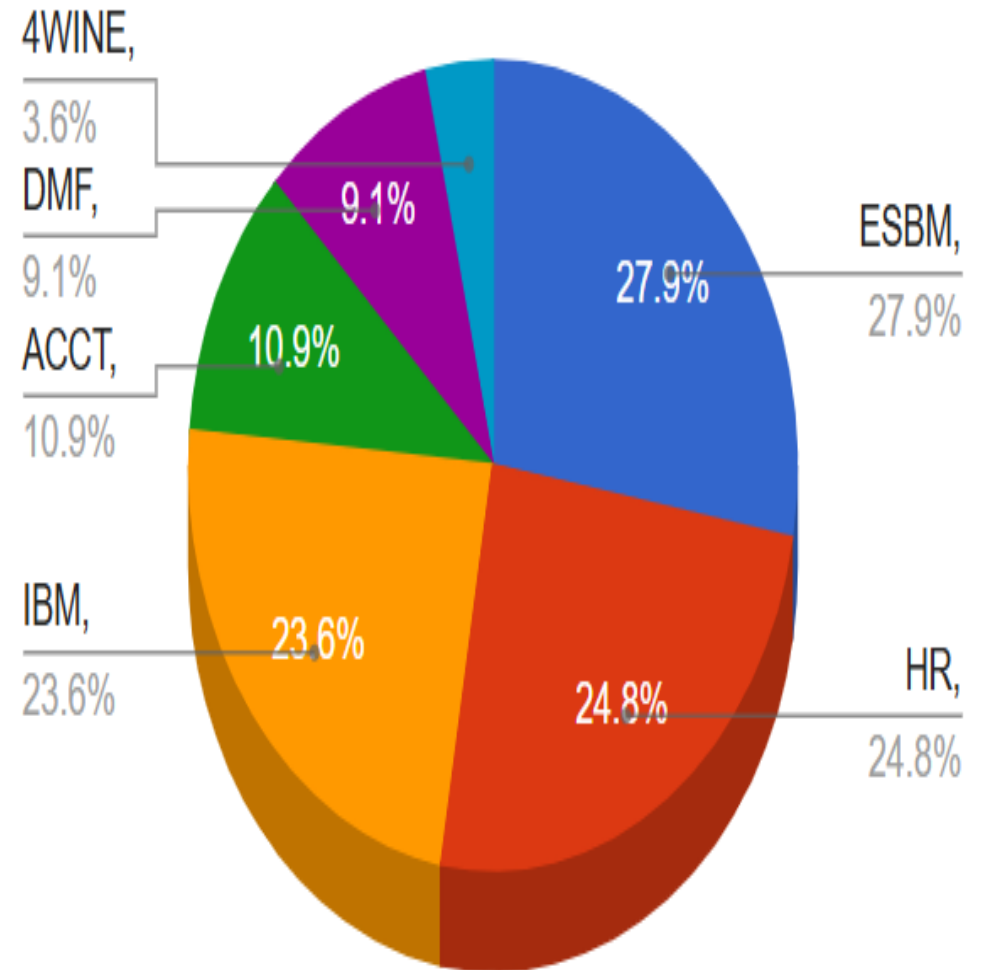
Cohort	Number
Cohort 17 01/13/25	63
Cohort 18 04/28/25	YTD 20 eligible for enrollment End Date 04/15/25



# Certification/ Completers

Certification	Completions
ESBM	46
HR	41
IBM	39
ACCT	18
DMF	15
Wine	6
Spirits	0

## Reimagine Certifications



# Performance - Internships

## Corporate Internship Partners - 18

<b>Completed</b>	<b>30</b>
<b>Active</b>	<b>0</b>
<b>Pending</b>	<b>3</b> 2 HR 1 Entrepreneurship

# Job Placement Plans

<b>Career Coaches</b>	<ul style="list-style-type: none"><li>• Provide career counseling</li><li>• Conduct mock interviews</li><li>• Share job information</li></ul>
<b>Internships</b>	<ul style="list-style-type: none"><li>• Provide opportunities for experiential learning</li><li>• Possible career opportunities</li></ul>
<b>Recruiter</b>	<ul style="list-style-type: none"><li>• Attend recruitment events</li><li>• Attend community fairs</li><li>• Assist in recruiting corporate internship partners</li></ul>
<b>Job Fairs/ Reimagine Facebook</b>	<ul style="list-style-type: none"><li>• Amazon</li><li>• Post job flyers/job fairs/Apprenticely</li></ul>

# New on the Horizon



**SHORTER  
COLLEGE**  
FOUNDED 1886

## **Digital Literacy** Workshop



## **Workshop Purpose**

The Reimagine Program Enhancement Digital Literacy Workshop provides participants with essential skills to navigate the digital world. The workshop covers basics like using digital tools, ensuring online safety, and evaluating information.

Digital literacy is vital for effective communication, problem-solving, and staying competitive in today's tech-driven society. It also helps individuals critically assess content and use technology responsibly.



# New on the Horizon

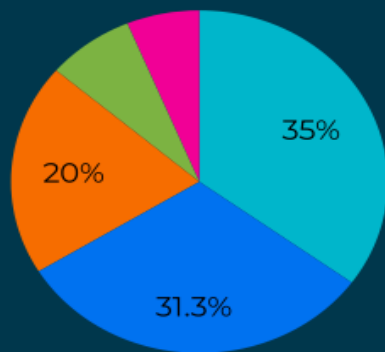
## Workshop Outline

1. Introduction to Microsoft Office
2. Advanced Word Techniques
3. Excel Basics
4. Working with PDFs
5. Presentation Creation in PowerPoint
6. Collaborating with Cloud Software
7. Email Etiquette & Professionalism
8. Digital File Management
9. Cyber Safety

Formative Assessment (25 Questions, 2 Points Each)

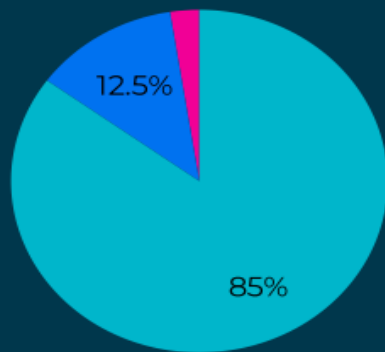
## DEMOGRAPHICS

Apps by **Age**



- 35-44
- 25-34
- 45-54
- 55-64
- 18-24
- 65+
- Unknown

Apps by **Gender**



- female
- male
- unknown

Age Range	Impressions	Link Clicks	CTR	Applications Submitted
35-44	58,189	460	0.79%	28
45-54	27,367	326	1.19%	16
25-34	51,536	325	0.63%	25
55-64	4,975	98	1.97%	6
18-24	10,583	54	0.51%	5
65+	1,210	28	2.31%	0
Unknown	1	0	0%	0

Gender	Impressions	Link Clicks	CTR	Applications Submitted
female	128,874	1,068	0.83%	68
male	23,953	206	0.86%	10
unknown	1,034	17	1.64%	2



# Retention

- **Reimagine Success Meetups: Weekly Sessions for Participants with Career Coach/Tutors**
- **Find-Out Fridays: Career Coach/Tutor Open Office Hours**
- **Digital Literacy Assessments and Tutorials**
- **Generative AI Workshops: Creating Impactful Business Plans with ChatGPT**
- **Weekly Staff Retention Strategy & Career Coach/Tutor Planning Sessions**
- **Wraparound Support: A Dedicated Team of Administrators, Instructors, Career Coach/Tutors, Counselors, and More!**

## Success Story Ms. Kirsty Akins ESBM

“Against all odds, I faced life's toughest battles head-on. Through heartbreak, challenges, and unrelenting storms, I found my strength from within. Becoming a mother only deepened my resolve – the love for me child fueling my fire. With courage as my guide and determination as my honor, I turned every setback into a steppingstone, proving that perseverance is the ultimate superpower”. Thanks to the Reimagine Program for being the fire that helped forge my career (sword)





# Thank You

**Dr. Jeffrey Norfleet, President**  
**[jnorfleet@shortercollege.edu](mailto:jnorfleet@shortercollege.edu)**  
**(501) 374-6305 Ext. 102**

**Dr. Angee Valentine, Director**  
**[aburd@shortercollege.edu](mailto:aburd@shortercollege.edu)**  
**(501) 374-6305 Ext. 230**

**Ms. ML Hatchett, Coordinator**  
**[mhatchett@shortercollege.edu](mailto:mhatchett@shortercollege.edu)**  
**(501) 396-3913**

## **Agenda Item 4: INFORMATIONAL Employer Insights**

**Samuel Russell, Owner  
The Buttered Biscuit**



## **Agenda Item 5: INFORMATIONAL Standing Committee Reports**



**Agenda Item 6: INFORMATIONAL**  
**National Governors Association Presentation**  
**High Performing State Workforce Boards**



# Achieving the Governor's Strategic Vision for Workforce Development

Arkansas Workforce Development Board

February 3, 2025



NATIONAL  
**GOVERNORS**  
ASSOCIATION

# The National Governors Association

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## Founding

The May 1908 meeting of President Theodore Roosevelt and governors led to the creation of the National Governors Association.



*Photo: The first meeting of the nation's governors, convened by President Theodore Roosevelt in Washington D.C., 1908.*

## What We Do

The National Governors Association (NGA) is the bipartisan organization of the nation's governors. Through NGA, governors identify priority issues and deal with matters of public policy and governance at the state, national and global levels.

The NGA Center for Best Practices is the only research and consulting firm that directly serves governors and helps governors and executive branch leaders develop and implement innovative solutions to public policy challenges. Our Government Relations team ensures that states are a strong voice in Washington, D.C. We also provide management consultative services to both new and incumbent governors, their senior executive staff and trusted advisors.

# NGA Center for Best Practices

- Children & Families
- Energy
- Health
- Homeland Security & Cybersecurity
- Infrastructure
- K-12 Education
- Land Management, Agriculture and Housing
- Postsecondary Education
- Public Safety & Legal Counsel
- **Workforce Development & Economic Policy**



# Workforce Development & Economic Policy

---

## Issue-based projects

- Youth apprenticeship
- Disability inclusive workforce policy
- Service-to-career pathways
- Technology and the future of work
- SNAP E&T
- Entrepreneurship
- Workforce system governance & innovation

## Workforce Development Technical Assistance Program

- Biannual Policy Institutes
- Customized technical assistance
- Peer-to-peer engagement
- Publications on timely issues



# Today's Agenda

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- High Performing State Workforce Board Framework
- WIOA Policy Levers for Governors and State Workforce Boards
- Governor-Led Workforce Development Initiatives
- Alabama Governor's Office of Education and Workforce Transformation

# Update on WIOA Reauthorization

- A Stronger Workforce for America Act (ASWA)
  - **Governors Reserve:** Increased the allowable amount of WIOA allotments to be reserved by Governors from 15% to 25%
  - **Local Area Designation:** Required Governors to conduct a review of their local areas three years after passage, then every eight years following
  - **ETPL:** Introduced changes to the eligible training provider list, including a streamlined application process and annual performance reporting
- NGA statement by Wyoming Governor Mark Gordon; Wisconsin Governor Tony Evers issued in December 2024

# Update on WIOA Reauthorization

- New leadership on Senate Committee on Health, Education, Labor and Pensions
  - Chair – Senator Bill Cassidy (R-LA)
  - Ranking Member – Senator Bernie Sanders (D-VT)
- New leadership on House Committee on Education and Workforce
  - Chair – Representative Tim Walberg (R-MI)
  - Ranking Member – Representative Bobby Scott (D-VA)
- The bill has not been reintroduced in the 119<sup>th</sup> Congress

# High-Performing State Workforce Board Framework

High-performing state workforce development boards fulfill three key roles:

- **Connector:** set and communicate a **vision** for the entire workforce system;
- **Convener:** model and manage **strategic partnerships** that achieve the vision; and
- **Conductor:** use data and accountability systems to **keep the system accountable**.



*Building a High-Performing State Workforce Board (NGA, 2016)*



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# Governors WIOA Policy Levers

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1. Create, communicate, and execute the state's **vision and priorities** for workforce development;
2. Direct **funding** toward those priorities by leveraging authority over funding formulas and Governor's Reserve funds, and collaborating with partner agencies/programs; and
3. Ensure **quality service delivery** to employers and jobseekers by overseeing system performance and accountability.



*[How Governors Can Execute Their Vision for Workforce Development \(NGA, 2023\)](#)*

# Setting a Strategic Vision



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# Board as a Connector: Set and Communicate a Vision

- Create a strategic vision with shared language
- Identify goals that connect to the strategic vision
- Provide a platform for board members and stakeholders to participate in strategic thinking and decision making
- Align funding opportunities and strategic partnerships with the vision
- Establish focused subcommittees or task forces to develop recommendations
- Champion and promote the workforce system

# Create, Communicate and Execute the State's Vision and Priorities for Workforce Development

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1

Issue a clear charge to the State Workforce Development Board as a strategic leadership body

2

Appoint a Chairperson and Board Members who will carry out your vision for workforce development

3

Codify your vision and priorities in the State's WIOA Plan





# Direct Funding Toward Highest Priorities by Leveraging Authority Over Funding Formulas & Governor's Reserve Fund

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1

Tap the Governor's Reserve to Make Strategic Investments

2

Direct Funds Within Title I Programs by Establishing Alternative Funding Formulas



# What does success look like?

Partners are working toward **shared goals**

**Policy and resource alignment** is improved



# Minnesota Drive for 5

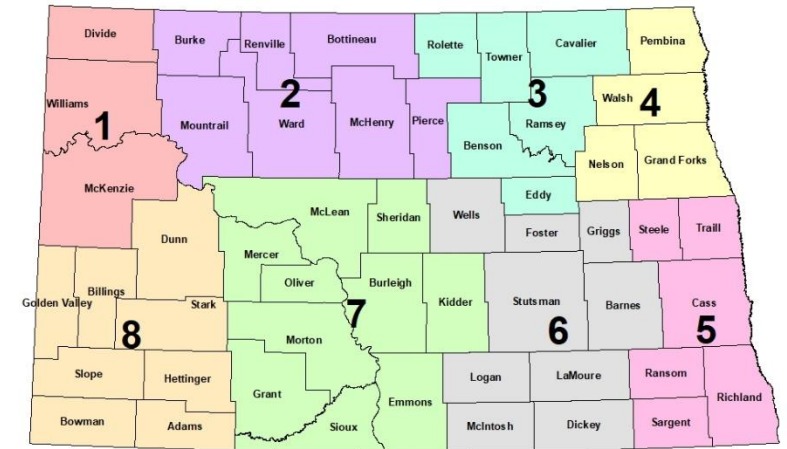
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- \$20M in state funds over two years targeted to the state's top five industries
- Competitive grants for education and training
- Competitive grants for trade associations and chambers of commerce
- Business service representatives in local workforce areas
- State workforce board develops Drive for 5 career pathways and convenes stakeholders



# North Dakota Regional Workforce Impact Program

- \$27.5M in state and ARPA funds for two rounds of new local/regional workforce solutions
- Public-private partnerships for workforce training
- Talent attraction, retention, infrastructure, childcare, capital investments
- Required partnerships and 25% match
- Recommended by state workforce board



# Convening Partners



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# Board as a Convener: Model & Manage Strategic Partnerships

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- Routinely convene and engage system stakeholders and strategic partners
- Manage coordination and alignment across workforce development, education, human services, labor and commerce, community and advocacy organizations, and private and philanthropic partners
- Define clear roles and responsibilities for system partners
- Seek regular, specific feedback from the state's priority and emerging industries
- Partner with state and regional economic developers
- Create mechanisms for effective partnership with local workforce areas and elected officials

# What does success look like?

Business needs are met

Workers' needs are met

Policy and program development is driven through the state and local board activity



# Local Boards as Partners

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High-performing state workforce development boards are successful **because** they engage their local boards as partners in each of their 3 key roles

- **Connector:** Local boards help develop the system-wide vision and goals
- **Convener:** Local boards mirror, support and inform the state-level model of developing and managing strategic partnerships
- **Conductor:** Data and feedback from local boards is necessary for an accountable and high-performing system





# State and Local Roles in Planning Sector Partnerships

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## State Workforce Board

Describe sector partnerships in WIOA state plan

Support local sector partnerships with Governor's reserve funds

Provide technical assistance to local boards

Conducts employer outreach and models effective partnerships

## Local Workforce Boards

Use WIOA adult or dislocated worker funds for sector partnerships

Develop, convene, or implement sector partnerships

Adapts state framework and integrates sector partnership as a core practice

Leads local partners in centering employer needs

## State and Local Partners

Drive interagency collaboration

Provide data and performance tracking

Share best practices between sector partnerships

Use lessons learned to inform state policy

# Colorado Sector Partnership Network

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- Network coordinated by the state workforce board
- 850+ employers engaged in 28 sector partnerships across 12 regions
- Vision for state career pathways to be informed and developed by sector partnerships
- High performing sector partnerships criteria used to guide local sector partnership development:
  - Collective approach to industry current and future challenges
  - Impact measures that indicate value to systems and communities
  - Grows and maintains industry leadership
  - Industry engages in all priorities as full partners
  - Support partners have a coordinated approach
  - Communication strategy to inform stakeholders
  - Sustainable plan for leadership and funding



Colorado Workforce  
Development Council

# Idaho LAUNCH

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- \$80 million in state appropriations
- Covers 80% (up to \$8,000) in tuition and fees for recent high school graduates to pursue training for an in-demand career in an Idaho-based postsecondary program
- In 2024, the Idaho Workforce Development Council made awards to over 9,000 students (nearly half of the state's high school seniors)



# Future Ready Oregon

- \$200M in state and ARPA funds over five years targeted to the state's top three industries
- Short-term pathways for priority populations
- Competitive grants for training and wraparound supports
- Grants to local boards, community colleges, and universities
- State workforce board convenes industry consortia



# Ensuring Accountability



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# Board as a Conductor: Keep the System Accountable

- Conduct data analysis to identify gaps in partner coordination, service delivery to target populations, alignment with industry and occupational demand, etc.
- Create and track benchmarks for success as a system and as a board
- Leverage feedback from both jobseeker and business customers for continuous system improvement
- Make data accessible and actionable for decision making
- Evaluate and assess policies and programs

# Ensure Quality Service Delivery to Employers and Jobseekers by Overseeing System Performance and Accountability

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1

Establish Performance Metrics  
and Standards that Align With  
the Governor's Vision for  
Workforce Development

2

Ensure Accountability by  
Creating High Standards for  
Service Providers

# What does success look like?




**WIOA compliance**  
objectives are met

**Data on performance** and  
user feedback support  
continuous improvement





# Kentucky Work Ready Strategic Plan and Metrics

EMPLOYERS: HOW THE COMMONWEALTH WILL MEASURE PROGRESS <i>(** indicates a new measure proposed by KWIB)</i>		
 <b>Metric</b> <i>(What we will measure)</i>	 <b>Analytical Value</b> <i>(What the metric tells us)</i>	 <b>Data Source</b> <i>(Where the data comes from)</i>
Employer Penetration Rate	Measures the extent to which employers are engaging with existing workforce development programs across the Commonwealth	Cabinet for Economic Development and Education and Workforce Cabinet, in partnership with local WIBs
Business Retention and Expansion (BRE) Employer Feedback (by Regional and Local Workforce Areas)	Tracks employer satisfaction, engagement, local workforce and hiring needs, and emerging skills gaps via an annual BRE survey administered locally	Cabinet for Economic Development BRE survey
Availability of Work-Based Learning Opportunities  (including number of Apprenticeships, Licensures, and Employer-Driven Work-Based Learning Programs)	Indicates overall level of employer investment in work-based learning and credentials	Kentucky Department of Education, KCTCS, Council on Post-Secondary Education, Labor Cabinet and Public Protection Cabinet, and KCEWS



# Best Practices in Action: Alabama



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# Alabama's Workforce Transformation

- Governor Ivey's Success Plus Plan
- Alabama Workforce Transformation Act
- Alabama Workforce Board and Executive Committee of the Alabama Workforce Board
- Alabama Committee on Credentialing and Career Pathways

# Questions?

Jack Porter, Program Director, [jporter@nga.org](mailto:jporter@nga.org)

Sophia Yager, Senior Policy Analyst, [syager@nga.org](mailto:syager@nga.org)

Malena Dailey, Policy Analyst, [mdailey@nga.org](mailto:mdailey@nga.org)

[nga.org/bestpractices/workforce-development-economic-policy](https://nga.org/bestpractices/workforce-development-economic-policy)



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# Agenda Item 7: INFORMATIONAL Governors Workforce Strategy



## **Agenda Item 8: INFORMATIONAL LAUNCH & CiviForm**



# LAUNCH

**LAUNCH is Arkansas' pathway to workforce success, leveraging cutting-edge technology to connect talent with opportunity.**

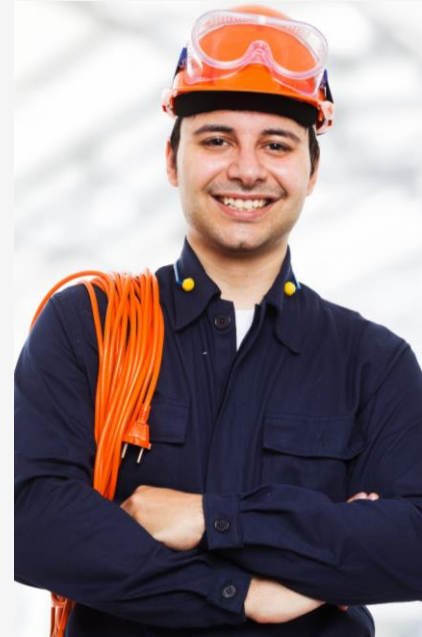
## What is LAUNCH?

To better harness the state's workforce potential and support both jobseekers and employers, The Arkansas Department of Transformation and Shared Services, in partnership with RIPL, a tech-for-social-good non-profit, developed LAUNCH.

LAUNCH is a data-driven platform that **connects Arkansas jobseekers with employers, using machine learning to design personalized career paths and build a skilled, sustainable workforce.** By promoting skills-based hiring, LAUNCH supports closing the state's labor gap and accelerates Arkansas' economic growth. It empowers the state to harness data to get people into meaningful jobs and careers faster and prepare the state's workforce for the future. LAUNCH is made up of two tools: LAUNCH for Jobseekers and LAUNCH for Employers.

**LAUNCH for Jobseekers** provides personalized career recommendations by analyzing state data, jobseeker skills, and experiences. The platform helps users identify new career paths, access training programs, and apply for relevant job opportunities, all tailored to boost their employment prospects and long-term earnings.

**LAUNCH for Employers** revolutionizes hiring by matching employers with job-ready candidates based on skills and experience. Employers can filter candidates by work history, education, and trainability. The platform helps employers find qualified candidates quickly and streamline the hiring process efficiently.



## How does it work?



### Data

is aggregated and analyzed to connect...



### Jobseekers

...to jobs, career paths, trainings, and...



### Employers

...who provide meaningful opportunities that fuel...



### Success

...that propels careers and the state's workforce

## Key Features



### Personalized Career Pathways

Fueled by wage history data and industry demands to recommend career paths and jobs that boost long-term employment and earnings

### Training and Development

Connecting jobseekers to relevant training programs and educational opportunities based on their skill gaps and career goals, designed to help individuals upskill or reskill

### Employer-Focused Hiring Solutions

Streamlining the hiring process by automatically matching open positions with qualified candidates and reducing the time spent recruiting talent that aligns with employers' needs

### Skill Matching with Machine Learning

Using advanced artificial intelligence (AI) and machine learning (ML) to analyze job seekers' resumes and employers' job descriptions, identifying transferable skills and matching them with available job openings

### Unemployment Insurance Integration

Additional functionality helping UI claimants track their work search activities and certify their weekly work search activities in an easy, streamlined way

Explore LAUNCH now at [launch.arkansas.gov](https://launch.arkansas.gov)





# For Jobseekers

## What is LAUNCH for Jobseekers?

**LAUNCH for Jobseekers** enhances Arkansans' career prospects and opens doors to the state's in-demand careers. Its advanced algorithm matches jobseekers' unique profiles - including work history, educational background, earned credentials, skills, interests, and location - with qualified job openings, local employers who are actively hiring, and relevant training programs.

The platform offers accessible information and engaging videos about various careers in Arkansas' growth industries, aiding jobseekers in making informed career-path decisions that lead to long-term employment and wage growth.

The platform also features a weekly work search activities dashboard for unemployment insurance claimants, seamlessly connecting users' job-seeking tasks with the state's reporting requirements.



## How does it work?



**Simple Sign-On with Login.gov**



**Share Skills, Experiences, and Education**



**Review Recommended Career Paths, Trainings and Jobs**



**Connect with Employers and Training Opportunities**



**Continuously Update Profile for Long-Term Success**

## FAQs

### How do I create an account?

Creating an account is simple with single sign-on (SSO) via login.gov. Once you've signed up or logged in using your login.gov credentials, LAUNCH will walk you through a quick onboarding process to set up your profile and start exploring career and training opportunities.

### As an unemployment insurance claimant, where can I track my work search activity?

You'll be able to see a new page specifically for tracking your work search activities shortly after filing your first claim on EZARC. This page will let you log and review all of your job search activities in one place, making it easy to stay on top of UI requirements.

### Will my identity be shared with employers?

No, your identity is kept confidential throughout the matching process. Employers can only view your skills, experiences, and qualifications that are relevant to their job postings. Your personal identifiable information remains secure until you choose to share it.

### I just got hired! Can I still use the tool?

Of course! Even after you've been hired, you can still use LAUNCH for Jobseekers to explore career advancement opportunities, find new training programs, and update your skills profile to keep track of your professional growth.

### What if I need additional training to qualify for a job?

LAUNCH provides personalized training recommendations based on your skills profile and job market demand, helping you close any skills gaps for your desired career.







# For Employers

## What is LAUNCH for Employers?

**LAUNCH for Employers** transforms the hiring process by empowering employers to go beyond traditional resumes and focus on candidates with the exact skills needed for their roles. Using advanced machine learning, the platform offers a streamlined view of jobseekers' skills profiles and experiences, cutting through the clutter of irrelevant information to focus on what truly matters.

Employers can easily filter candidates by work history, educational background, credentials, skills, and trainability, significantly reducing time-to-hire. Jobseekers' personally identifiable information remains secure and protected, with employers only seeing information relevant to the hiring process, minimizing unconscious bias. Once the right candidates are identified, employers can instantly invite jobseekers to apply, making the talent acquisition process faster and more efficient.



## How does it work?



**Easy, Self-Service Employer Onboarding**



**Share Skills-Based Job Details**



**Instantly View Anonymous Candidates**



**Select and Invite Candidates to Apply**



**Save Time Hiring Ready-to-Work Star Employees**

## FAQs

### How do I create an account? And who from my company should create an account?

To create an account, you'll need your company's FEIN and state UI Reporting Number. Once your account is created, you can invite and approve additional users from your organization. Admin roles can be shared, allowing multiple people from your company to manage job matches, review candidates, and collaborate on the hiring process.

### How do I post a job?

You don't technically "post" a job on LAUNCH for Employers - you're facilitating a match. Just paste your existing job description, with an emphasis on skills and qualifications, into the platform and answer a few brief questions. If you want your company's job postings to appear on LAUNCH for Jobseekers, add them to National Labor Exchange (NLX) at [usnlx.com/postajob/](http://usnlx.com/postajob/).

### Do candidates apply via LAUNCH?

No, candidates do not apply directly through LAUNCH. Instead, once you've identified a strong match, you can invite the candidate to apply by sending them an email through the platform. The candidate will then be directed to your company's own job application portal or board to complete the application process.

### Can I adjust job descriptions or criteria after posting?

Yes. You can edit job descriptions, skills requirements, and qualifications anytime to refine your candidate matches.



*Introducing the*

# ARKANSAS Credential Registry

**1.076M**

Credentials in the U.S.

With over **1 million credentials** and **59,000+ providers** nationwide, finding the right program can be a challenge.

**59,000+**

Credential providers

The Arkansas Credential Registry streamlines this process by organizing comprehensive data into a clear and accessible platform.

The **Arkansas Credential Registry** empowers students, employers, and educators to work together:

- **Learners:** Discover programs tailored to their career and educational goals.
- **Employers:** Identify local programs aligned with workforce needs and gain insight into the skills conveyed by applicant and employee credentials.
- **Institutions:** Showcase their offerings and increase enrollment or participation.
- **Workforce Boards:** Easily access ETPL and other programs to meet the needs of both job seekers and employers.

Arkansas is working with Credential Engine to improve access to training program information. Credential Engine is a nonprofit that organizes data through its online platform. The platform lists credentials, skills taught, program length, and costs. Arkansas supports skills-based hiring and enables the sharing of digital learning and employment records among learners, institutions, and employers.

## Explore Opportunities Today

Ready to find the right credential or program?  
Search the Credential Finder and discover training opportunities that meet your needs.

➔ Visit: [credentialfinder.org](https://credentialfinder.org)

**AR DATA**  
ardata.arkansas.gov



[skill.squad@arkansas.gov](mailto:skill.squad@arkansas.gov)



[transform.ar.gov/secretarys-office/ardata](https://transform.ar.gov/secretarys-office/ardata)



# WORKFORCE INNOVATION & OPPORTUNITY ACT

(WIOA)

## ARKANSAS WORKFORCE CONNECTIONS

A DIVISION OF ARKANSAS WORKFORCE SERVICES

# ANNUAL REPORT

P Y 2 0 2 3



ARKANSAS **WORKFORCE** CENTERS  
Bringing People and Jobs Together.



# PY 2023 ANNUAL REPORT

A realignment structure of the Arkansas Department of Commerce was announced, by Secretary Hugh McDonald in program year 2023. The realignment consisted of strategically reorganizing the Arkansas Division of Workforce Services (ADWS) into three new divisions: Re-employment (formerly unemployment insurance), Workforce Policy & Innovation, and Arkansas Workforce Connections; in an employer-centric workforce development model.

Arkansas Workforce Connections, parent organization of Arkansas' Workforce Innovation and Opportunity Act (WIOA) programs, sits at the center of the state's workforce development efforts. The division provides support and guidance to help individuals succeed in their careers while offering companies incentives to maintain a skilled and technically trained workforce, meeting industry demands now and in the future.

Governor Sarah Huckabee Sanders unveiled the Governor's workforce strategy in quarter three of PY '23. The strategy is a collaborative, competency-based, customer-centric, employer-led, demand-informed, data-driven responsive workforce system that meets current and future needs of employers, incumbent workers, and job seekers. The strategy was developed leveraging established best practices, broad stakeholder engagement, user-centered design, a national network of experts, emerging technological advances, and Arkansas' mature foundation for data-driven transformation and shared services.

"Arkansas' economy is booming, but if we don't get workers off the sidelines and prepare them for the jobs of tomorrow, we won't reap the full rewards of that growth," Sanders said in the news release. "I tasked Mike Rogers and the Workforce Cabinet with making Arkansas a national leader in workforce development. This workforce strategy will guide us toward that goal and help put every Arkansan on the path to a good-paying, valuable career."



Arkansas Governor  
Sarah Huckabee Sanders



Secretary of Commerce  
Hugh McDonald



Arkansas Workforce Connections, Director  
Cody Waits

## Introduction

On Tuesday, November 8, 2022, Sarah Huckabee Sanders was elected governor by the people of Arkansas. She became the 47th governor and the first woman elected to lead the state of Arkansas. Standing firm on her commitment to strengthening Arkansas' economy and workforce, within her first 40 days in office, she signed an executive order to create the Governor's Workforce Cabinet and the state's Chief Workforce Officer, who leads efforts to align programs within the state including WIOA.

The executive order: EO-23-16 highlighted the following disparities and goals for the state of Arkansas.

WHEREAS: Arkansans must have the skills to compete for employment in the current job market;

WHEREAS: In Arkansas, approximately six out of ten jobs require credentials beyond a high school diploma, however, less than half of the workforce in Arkansas is credentialed beyond a high school diploma;

WHEREAS: In Arkansas, fewer than fifty percent (50%) of high school graduates attend college or postsecondary training;

WHEREAS: Currently, there are six state agencies in Arkansas state government that provide or coordinate career and technical education and workforce development;

WHEREAS: It is the policy of this Administration to create a single entity to coordinate and to assist in career and technical education, which in turn, will ensure that young adults who are entering the workforce are prepared for high-wage, high-growth careers; and

WHEREAS: The Governor seeks to establish the Governor's Workforce Cabinet and the Chief Workforce Officer.

**In quarter three of PY '23, Governor Sanders unveiled the [Arkansas Workforce Strategy](#) which guides WIOA activities within the state.**

The Arkansas Workforce Strategy's theory of change focuses on transforming the state's workforce system into one that is skills-based, customer-centric, responsive, and collaborative. This transformation is guided by four strategic themes:

1. Collaborative: Fostering partnerships across sectors to align workforce development with industry needs.
2. Skills-Based: Aligning training and career pathways with real-world skills and competencies.
3. Customer-Centric: Tailoring services to meet the unique needs and goals of job seekers, incumbent workers, and employers.
4. Responsive: Adapting quickly to economic changes and labor market trends for timely alignment of workforce efforts. These themes collectively aim to create a more dynamic, inclusive, and effective workforce ecosystem in Arkansas. Each of these themes is implemented through multiple strategic initiatives which are detailed in the following graph:



**The Arkansas Department of Commerce has established high-level aspirations that are aligned with the Governor's vision.** Division-specific key performance indicators will help Commerce reach those goals.

Three key performance indicators include:

- Increase Labor Force Participation Rate from 57.7% to 59.4%
- Increase Per Capita Income from \$52,600 to \$66,500
- Increase Real GDP per Capita from \$45,000 to \$51,000

**The Arkansas Workforce Development Board** serves as key leaders who will drive strategy and implementation. Members of the business community along with other required members will play pivotal role in the planning, tracking, and evaluating of state systems; in conjunction with the Governor's workforce cabinet.

### Vision

Arkansas will have a world-class workforce that is well educated, skilled, and working in order to keep Arkansas's economy competitive in the global marketplace.

### Mission

To promote and support a talent development system in Arkansas that offers employers, individuals, and communities the opportunity to achieve and sustain economic prosperity.

### Arkansas's Talent Development System Philosophy

- *We believe that there must be a pipeline of skilled workers for employers and a job for every Arkansan that wants one.*
- *We believe that the talent development system of Arkansas must be relevant to the labor market in order to meet the needs of employers and jobseekers, and for Arkansas to compete globally.*
- *We believe that every Arkansan should have opportunity and access to training and education that leads to a career with gainful employment.*
- *We believe innovation and partnerships centered on local economic priorities maximizes effectiveness and puts the State in the best position to address local and regional workforce needs.*
- *We believe Arkansas's workforce system should be a viable resource for business and industry.*
- *We believe that in order for the talent development system to be the preferred system, the system must be accountable, flexible, and align education and training with business and industry needs.*
- *We believe that in order for the talent development system to be effective, we must eliminate overlap and duplication of resources and services and streamline investment of funds.*





# OFFICE OF EMPLOYMENT & TRAINING

## 26 ARKANSAS WORKFORCE CENTERS



A proud partner of the American Job Center network

## JOB-SEEKER SERVICES

78,540 JOB SEEKERS SERVED

134,212 ARKANSAS JOBLINK (AJL) REGISTRATIONS

64,720 STAFF-ASSISTED AJL REGISTRATIONS



## 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

## ADULT EDUCATION

SFY 2023

STUDENTS EARNED **2,976** CREDENTIALS & CERTIFICATES

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 **4<sup>TH</sup>**

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

## 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



## CAREER READINESS CERTIFICATES



Must: Totals do not include high school CTEs

**134** PLATINUM  
**200** GOLD  
**305** SILVER  
**246** BRONZE  
**885** TOTAL

## The “I” in WIOA: Innovation

Arkansas is committed to displaying innovation by commitment to modernizing workforce strategies, embracing creative solutions, and leveraging technology to better meet the evolving needs of job seekers, employers and communities. Below are just a few examples of this:

The WIOA Roundtable meets regularly and hosts an annual statewide [WIOA Partners Conference](#). The 2023 event gathered over 350 attendees comprised of core, noncore, and ancillary workforce system partners. The agendas are developed jointly and provide an opportunity to share specific program information via plenary sessions as well as break-out sessions that provided opportunities to share ideas, best practices, and service delivery strategies.

The WIOA Roundtable Partners are committed to:

- Meeting regularly to discuss and develop ideas and strategies designed to improve the state’s workforce development system
- Sharing and integrating learning and common messaging across programs
- Identifying opportunities to share and leverage resources to maximize efficiency and effectiveness (co-location, shared case management information, coordinated business outreach)
- Working through partnerships to balance the needs and the assets of job seekers and employers in the public and private sectors
- Creating a data-driven environment resulting in integrated strategies that are higher quality and strengthen life-long education, training, and work-based learning experiences

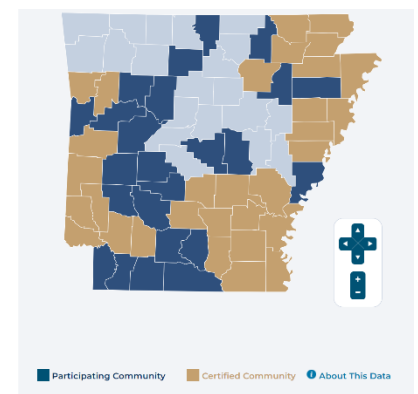
[Be Pro Be Proud’s Draft Day](#) is a career event designed to highlight Arkansas companies and strategically pair them with talented high school students by showcasing the student’s technical interests and qualifications. The Draft Day Series works to address two clear needs: 1) constructively connecting graduating high school students with high-value technical career opportunities provided by regional and statewide employers; and 2) building long-term awareness and interest around the availability of technical career opportunities and the benefits they offer. WIOA and local workforce development boards are highly engaged in these events.

### Local Workforce Development Board Highlights:

[ACT Work Ready Communities](#)- Several LWDBs participating in this economic development and workforce development initiative.

LWDBs updated policies and procedures to include more provisions to provide **supportive services**: housing, childcare, internet & utilities, court fines, driver’s license, work attire, etc.

- Conducting outreach at local retail stores and in the community
- Hosting youth summits and events targeting OSY
- Partnering with banks to provide financial literacy training to participants
- Hosting expungement clinics and regularly meeting with Corrections and other justice-related partners.
- Creating business advisory councils, in addition to employers appointed to the local boards
- Hiring certified teachers to work with WIOA participants to improve basic skills and work readiness skills.





## ARKANSAS LABOR MARKET

The most recent [Arkansas Labor Market and Economic Report](#) is produced by the Occupational/Career Information unit of the Labor Market Information section to provide relevant information about the economy and workforce in Arkansas and the 10 Workforce Development Areas. The primary focus of this report includes the years 2019 to 2023, with some information covering shorter periods due to accessibility of data. Projection information for industry and occupational trends covers the years 2023 to 2025.

Arkansas grew in population in 2023 by 22,095 from 2022 and added a total of 49,928 new residents from 2019 to 2023. Of Arkansas's 10 Local Workforce Development Areas (LWDAs), Northwest Arkansas saw the largest increase in population, adding 14,833 in 2023. The Eastern, Southeast, and Southwest Arkansas LWDAs saw decreasing populations in 2023.

Between 2022 and 2023 the state's labor force increased by 18,117, and employment increased by 16,990. Labor force and employment varied across the LWDAs. The state's unemployment rate ended at 3.3 percent in 2023, a decrease of 0.2% since 2019. The unemployment remained relatively steady in 2024, ending the month of July at 3.3 percent. The unemployment rate fluctuated across all LWDAs in 2024 and through July 2024. Short-term employment projections for 2023 to 2025 showed an increase in the Arkansas job market with a gain of 30,168 jobs, equivalent to a 2.05 percent growth in employment.

Goods-Producing industries are estimated to see a net gain of 1,111 jobs, while the Services-Providing industries are forecast to increase employment by 27,441. Arkansas' self-employed ranks are estimated to experience a net gain of 1,616, an increase of 1.50 percent. Jobs requiring a bachelor's degree are estimated to add more jobs than any other education level with 9,769 jobs between 2023 and 2025.

Occupations requiring a high school diploma or equivalent are expected to grow by 8,924. Arkansas' per capita personal income increased over the 2109-2023 period to \$54,347; however, the state's per capita personal income in 2023 remained below the United States' per capita personal income of \$68,531.

## WAIVERS

Arkansas did not operate under waivers during PY'23. Youth waivers were approved in the PY 24-27 Combined WIOA State Plan.

## WIOA SYSTEM-WIDE EVALUATIONS

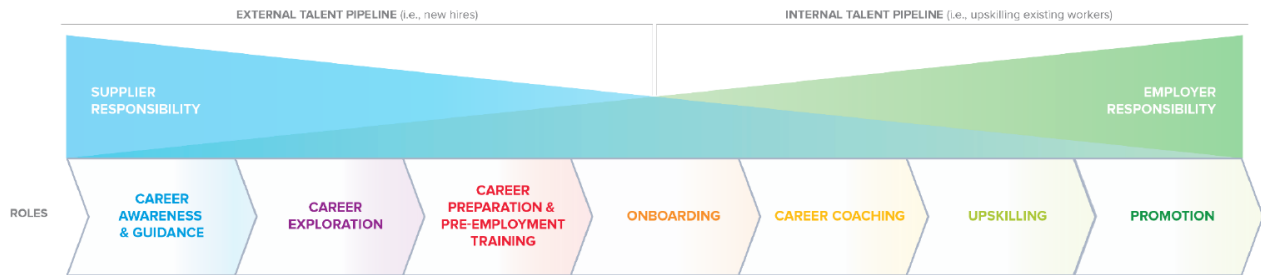
In PY '2023, the leadership of the Arkansas Division of Workforce Services (ADWS), engaged the University of Arkansas Counselor Education Program to complete a comprehensive WIOA Systems Evaluation, Skills Gap Analysis, and a series of Customer Service Surveys. For this study, ADWS assigned to assess the following Workforce areas: Northeast Arkansas Workforce Development Board; Northwest Arkansas Economic Development District; Central Arkansas Local Workforce Development Board; Little Rock Workforce Development Board; Southeast Arkansas Workforce Development Board; Southwest Arkansas Local Workforce Development Board.

**Results of the evaluation, including customer satisfaction findings can be found [here](#).** The Arkansas Workforce Development Board, in conjunction with state staff are collaboratively reviewing the report and addressing deficiencies and gaps while also improving areas that were noted as promising practices.

## RESEARCH PROJECTS

**Talent Pipeline Management (TPM)** is a dynamic, employer-led approach developed by the U.S. Chamber of Commerce Foundation that aligns workforce development efforts with the specific needs of industries. By leveraging a data-driven framework, TPM facilitates collaboration among businesses, educational institutions, and workforce programs to create efficient and targeted talent pipelines.

As a key strategic initiative of the **Arkansas Workforce Strategy**, adoption of TPM is intended to help close skills gaps, ensure training programs meet employer demands, and enhance workforce data analysis to inform strategic planning.



To build state capacity for establishing and supporting TPM collaboratives, Arkansas held a TPM Champion’s Workshop to provide a concise executive-level overview to state leaders, employers, training providers, chambers of commerce, legislators, and other key workforce and economic development stakeholders. Staff from Arkansas Workforce Connections, the Arkansas Division of Higher Education, and a key apprenticeship intermediary also attended the full TPM Academy.

Arkansas was very involved with several of the [T3 Innovation Network’s](#) efforts to support digital transformation of talent pipeline management and workforce development such as being Beta testers and early adopters of the [Job Skills for In-Demand Employment \(JobSIDE\)](#) tools that publish and make use of employer validated profiles for in-demand jobs and skills.



## LAUNCH - SKILLS-BASED LEARNING, EMPLOYMENT, AND ADVANCEMENT PLATFORM

A key strategic initiative under the Arkansas Workforce Strategy is the development of

LAUNCH, a user-centered platform tailored to Arkansas's specific workforce needs. LAUNCH became available to Unemployment Insurance claimants in PY23 and facilitates development of personalized skills and experience profiles, career recommendation with locally filmed videos, training recommendations including the Eligible Training Provider List (ETPL), and job postings matched on candidate skills.

LAUNCH also streamlines work search activity reporting by automatically logging work search activities, providing a dashboard and reminders of outstanding requirements, and allowing for easy reporting of additional work search activities.

An employer experience was also developed in PY23 based on direct design input from Arkansas employers. LAUNCH for Employers will allow employers to easily build skills-based job descriptions and search the talent marketplace based on self-attested and verified skills, credentials, and experience.

The screenshot displays the LAUNCH platform interface. At the top, there is a navigation bar with the LAUNCH logo and a language selector set to "Español". Below the navigation bar, there are search filters for "Search by Keyword" and "Filter Careers". The main content area is titled "Discover Careers That Leverage Your Skills" and features four job recommendations, each with an 88% match score and a "SAVE THIS" button.

- Entertainment and Recreation Manager**: Includes a video thumbnail of a casino roulette table. Common skills: Event Management, Event Planning, Restaurant Management, Catering, Coordination. Average Salary: \$94k/year. Projected Job Growth: +25%.
- Chef or Head Cook**: Includes a video thumbnail of a chef in a kitchen. Common skills: Restaurant Management, Food Production, Catering, Sanitation, Menu Development. Average Salary: \$50k/year. Projected Job Growth: +25%.
- Elementary School Teacher**: No video thumbnail visible.
- Compliance Officer**: No video thumbnail visible.

Each recommendation also includes buttons for "DISCOVER JOBS" and "EXPLORE TRAINING".











## CREDENTIAL TRANSPARENCY

**Credential Transparency** is a cornerstone of the **Arkansas Workforce Strategy**, enabling greater clarity, consumer information, and data quality across the workforce ecosystem. By creating a comprehensive, accessible registry of credentials detailing associated skills, competencies, and career pathways, Arkansas empowers job seekers, employers, and education providers to make informed decisions. This transparency aligns credentials with workforce needs, ensuring relevance and value. It also enhances data quality and interoperability, enabling seamless integration across systems to support efficient analysis, better policy decisions, and a more responsive, skills-based workforce system.

In PY23, Arkansas published over 3,700 credentials to the [Arkansas Credential Registry](#) including the entire Eligible Training Provider List (ETPL), all state-supported postsecondary credentials, apprenticeships, career and technical education (CTE) pathways, occupational licensure, high school diploma and equivalent (GED), and nondegree and noncredit credentials from [83 organizations](#) at 140 locations.

Besides programs and credentials, the registry supports additional linked open data on learning opportunities, skills and competencies, occupations, financial assistance, transfer value, outcomes, and supportive services.

### Data in the Arkansas Credential Registry

 <b>Organizations</b> <ul style="list-style-type: none"><li>• Organization Type</li><li>• Location(s), including all addresses and satellite campuses.</li></ul>	 <b>Support Services</b> <ul style="list-style-type: none"><li>• Academic or Career Guidance</li><li>• Physical features or modifications of facilities</li><li>• Adaptive technologies or offerings</li><li>• Provision of housing, clothing, or learning resources</li></ul>
 <b>Credentials Offered</b> <ul style="list-style-type: none"><li>• Degrees</li><li>• Licenses</li><li>• Certifications</li><li>• Stackable Credentials</li><li>• Badges</li><li>• Micro-credentials</li></ul>	 <b>Financial Assistance</b> <ul style="list-style-type: none"><li>• Financial assistance available to assist in the pursuit or completion of a credential</li></ul>
 <b>Learning Opportunities</b> <ul style="list-style-type: none"><li>• Programs</li><li>• Courses</li><li>• Related information, including time to complete</li></ul>	 <b>Transfer Value</b> <ul style="list-style-type: none"><li>• How value can be transferred from one form of learning in another context, typically credit transfer values</li></ul>
 <b>Competencies</b> <ul style="list-style-type: none"><li>• Learning Objectives</li><li>• Skills</li><li>• What is learned or gained from the Learning Opportunity or upon earning the credential</li></ul>	 <b>Outcomes Data</b> <ul style="list-style-type: none"><li>• Number of credential awardees</li><li>• Number of awardees employed</li><li>• Related earnings over one or more time periods</li></ul>
 <b>Assessments</b> <ul style="list-style-type: none"><li>• Assessments required for a Credential or Learning Opportunity</li></ul>	 <b>Jobs, Occupations, and Pathways</b> <ul style="list-style-type: none"><li>• Occupations and Jobs can link to Competencies or Credentials, or be combined with other data to create Pathways</li></ul>

The training and education programs available in LAUNCH are sourced from the Arkansas Credential Registry, the Arkansas issued Learning and Employment Records (LERs) contain credential registry

identifiers to provide context on the skills and competencies for use in verified skills-based hiring and advancement.

## LEARNING AND EMPLOYMENT RECORDS

To support Learning and Employment Records (LERs) and other digital credentials as part of the Arkansas Workforce Strategy, Arkansas hosted a two-day [Digital Credential Ecosystem Workshop](#) to foster collaborative analysis and design of an Arkansas Digital Credential Ecosystem. Arkansas also became the first state to join the [Velocity Network](#), a blockchain-based "Internet of Careers" platform that enables individuals to securely store and share verifiable career credentials while allowing organizations to issue and verify these credentials, streamlining workforce development and supporting state-issued Learning and Employment Records (LER) and other digital credentials.

## NATIONAL LABOR EXCHANGE RESEARCH HUB

In PY23, Arkansas began using the [National Labor Exchange \(NLx\) Research Hub](#) to provide workforce development professionals, academic researchers, and other organizations that rely on labor market information with high-quality, transparent, real-time and historical data that represents the diversity of jobs available in the Arkansas labor market. Arkansas is also making focused efforts to increase coverage of job postings available in the [National Labor Exchange \(NLx\)](#).

## EDUCATION QUALITY OUTCOME STANDARDS FOR NON-DEGREE CREDENTIALS

In PY23, Arkansas partnered with the Burning Glass Institute (BGI) and Jobs for the Future (JFF) in an initiative to be the first state to adopt the Education Quality Outcomes Standards to expand the coverage of consumer information on credential quality, with a particular focus on non-degree credentials. The project seeks to:

- Analyze the role of non-degree credentials for specific populations, including veterans, justice-involved individuals, and key Arkansas sectors, to identify the credentials most critical for each group within Arkansas and nationally
- Evaluate the outcomes of identified non-degree credentials to help estimate return on investment (ROI) for learners including such metrics as lifetime earnings, rates of job placement, mobility, promotion rates, and skill alignment
- Apply the Education Quality Outcome Standard (EQOS) signal of quality to benchmark quality outcomes of non-degree credentials
- Integrate outcomes research into state data collection architecture to create a fuller picture of credential quality that allows workers to make more informed choices

A multistate learning academy, led by the National Governors Association and key partners, will extend the insights and tools developed through Arkansas's credential quality initiative to other states. Engaging up to five states in a dedicated learning cohort and sharing best practices with a broader network of 30+ states, the academy will foster collaboration and support the adoption of objective, outcomes-driven standards for non-degree credentials. This effort aims to build a scalable, national framework for improving the transparency, quality, and labor market alignment of non-traditional training opportunities.

## INTEGRATED SERVICE DELIVERY

In alignment with the [WIOA Integrated Service Delivery Vision](#), Strategic Goal 2 of the Arkansas WIOA State Plan seeks to enhance service delivery to employers and jobseekers through:

- Development of a common intake process for jobseekers and businesses that will efficiently connect them with services available from all workforce development partner programs and identify any barriers to employment that need to be addressed.
- Development of an integrated data system that will enable the sharing of information between partner agencies to more efficiently serve both employers and jobseekers.
- Exploration of data sharing opportunities with non-governmental organizations that are committed partners to the state's workforce center system that will lead to improved intake, referral, and case management for customers served by multiple agencies (both public and private).

In support of this goal, Arkansas launched the [CiviForm](#) service discovery and eligibility screening platform in American Job Centers. CiviForm consolidates screening and intake questions across WIOA and other programs into an accessible digital experience available to residents on any device.

CiviForm includes a community navigator role that facilitates resident assistance from trusted intermediaries at government, community-based, or healthcare organizations. Arkansas Community Colleges received a grant to support the use of CiviForm to connect students with service on 22 campuses across the state, and Arkansas Workforce Connection has trained call center staff on assisting clients through CiviForm.

The image displays two screenshots of the Arkansas CiviForm web application. The left screenshot shows the 'Start Here' landing page with a blue header and a white box containing the text: 'Save time when applying for... Log in to your Login.gov account or create an account and apply for many... having to enter the same information again. You can also edit application... check your application statuses.' Below this are 'Log in' and 'Create account' buttons. A green arrow points from this page to the right screenshot, which is titled 'Start Here' and 'Benefits pre-screener summary'. It lists 12 quick questions, each with a 'Yes/No' input and an 'Edit' link. The questions include: 'Date of Birth (mm/dd/yyyy)', 'Are you a veteran or active-duty service member or their spouse?', 'Are you an American Indian, Alaskan Native, Native Hawaiian, or Other Pacific Islander?', 'Do you have a disability that impacts any of your major life activities?', 'Do you have a job?', 'Are you currently enrolled in school?', 'What was the last grade you finished in school?', 'Do you need help with your English, reading, writing, math, or other academic skills?', 'Are you or your family low-income?', 'Do you or your family move around for farm work or seasonal work?', 'Are you currently or have you in the past been involved with the criminal justice system?', and 'Do you need help getting into or completing an education or training program, or getting or keeping a job?'. A 'Submit' button is at the bottom of the second screenshot.



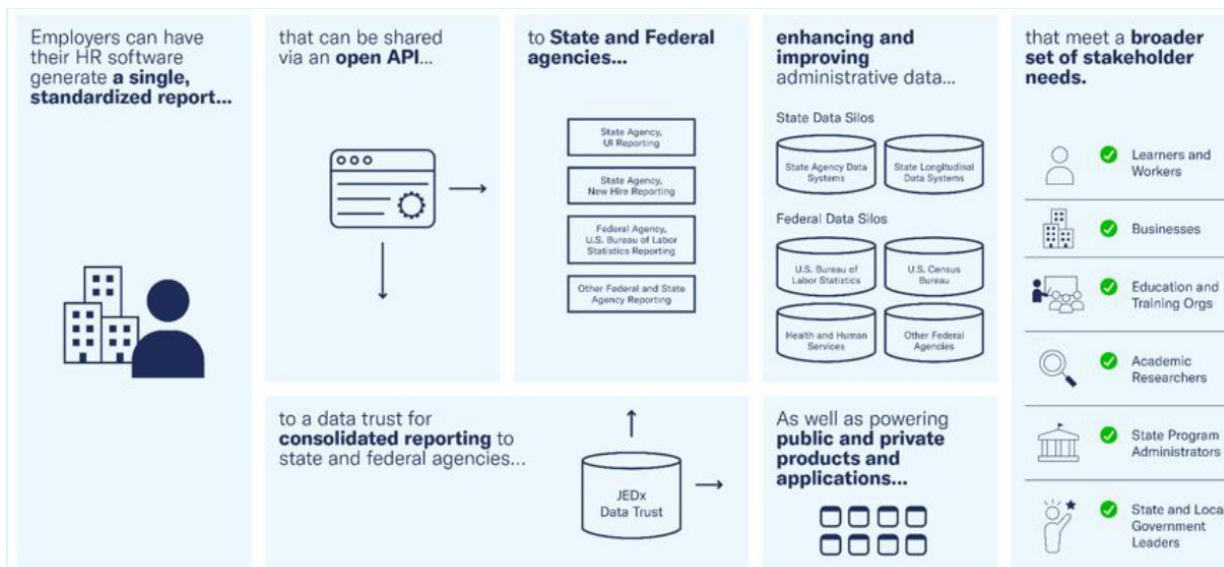
## JOBS AND EMPLOYMENT DATA EXCHANGE (JEDX)

Arkansas continued active collaboration towards development and testing of the [Jobs and Employment Data Exchange \(JEDx\)](#), an initiative of the U.S. Chamber of Commerce Foundation and the [T3 Innovation Network](#) to develop a public-private approach for collecting and using standards-based jobs and employment data.

JEDx promotes the development and use of data and technology standards to

- Improve how employers report data to government agencies
- Improve how data are shared and used in managing career pathways through education and training partnerships
- Improve how data are shared and used to enable better job searches
- Empower workers and learners to use their own learning and employment records (LERs) to apply for jobs and government programs

Arkansas and South Carolina are the JEDx pilot states, and PY23 was spent working with the U.S. Chamber of Commerce Foundation and the Bureau of Labor Statistics to map reporting processes, further refine data standards, and prepare for live demonstration testing if PY24.



## ELIGIBLE TRAINING PROVIDER REPORTING

In the third year of “all participants” eligible training provider reporting (ETA 9171), Arkansas continued to deliver training and support to providers on the Eligible Training Provider List (ETPL) in using the Statewide Longitudinal Data System (SLDS) to support high quality reporting with lower provider

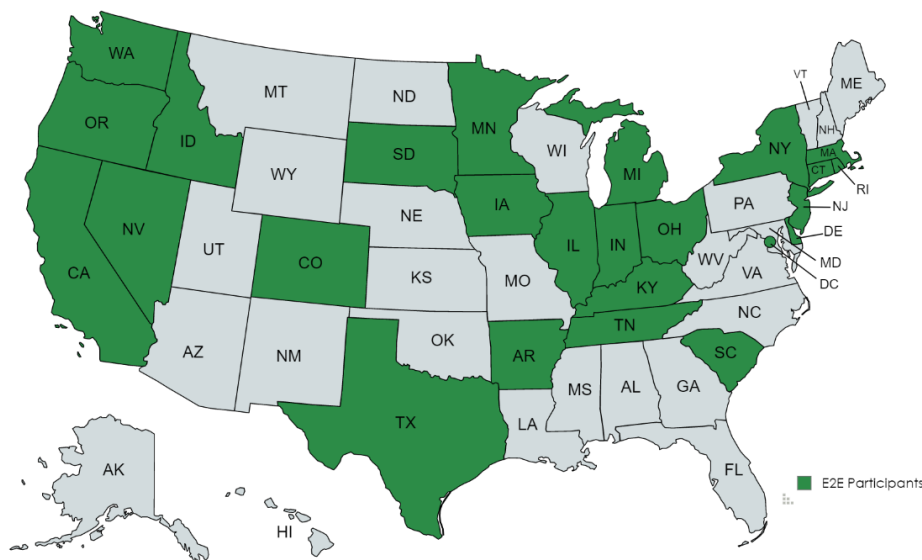
reporting burden. Arkansas presented our ETA-9171 process at the WIOA Re-convening as a best practice for other states to make use of. These data collection changes resulted in Arkansas being able to report the ETA-9171 All Participants Measures for 83.37% of our programs placing us 3<sup>rd</sup> out of the 50 states for PY23 reporting.

## EVALUATION AND RESEARCH – ENROLLMENT TO EMPLOYMENT

In PY23, [Arkansas Workforce Connections](#) (AWC) and the Arkansas CDO Office worked with the [Coleridge Initiative](#) to develop a new [Applied Data Analytics training program](#) curriculum, titled “[Evaluating Enrollment to Employment Pathways](#)”. This program leverages the Arkansas workforce longitudinal data developed under the Workforce Data Quality Initiative (WDQI) to train participants on applied use of data analytics on integrated WIOA, SNAP, TANF, and work-based learning data to design and develop scalable research and products for supporting data-driven policy and practice, with a particular focus on co-enrollment and integrated service delivery.

Two cohorts of 30 students each were funded under WDQI, but additional braided funding from the Employment and Training Administration (ETA), the National Association of State Workforce Agencies (NASWA), and the Bill & Melinda Gates Foundation (BMGF) were able to support three additional cohorts for which there was incredible national interest in participating.

Over the course of five cohorts in PY23, 168 participants representing 25 states (2-4 agencies per state) conducted 23 high quality research projects and data product development efforts jointly contributing to a substantial body of knowledge on a wide variety of topics that can directly benefit workforce development in policy and practice.





## Evaluating Enrollment to Employment Pathways (E2E) Applied Data Analytics Projects

State(s)	Project
<b>Arkansas</b>	Your Arkansas Pathway
<b>Arkansas</b>	Stayers, Stutterers, and Leavers, Oh My! Analyzing Arkansas SNAP spells
<b>Arkansas</b>	Effectiveness of Adult Educational Programs on Workforce Outcomes
<b>Tennessee</b>	Registered Apprenticeships: Measuring Outcomes – a Causal Analysis
<b>New York + Rhode Island</b>	Unemployment Insurance (UI) to Workforce Training and Education: A Study in Engagement
<b>Arkansas + Wisconsin</b>	Unlocking Potential: The Role of WIOA Trainings & Credentials in Employment Outcomes
<b>Missouri</b>	Incarceration and WIOA Participation
<b>Delaware + Massachusetts</b>	Enrollment in Quality Jobs Post-WIOA
<b>Missouri</b>	UI and WIOA: Retention and Wages Over Time
<b>Connecticut</b>	Factors Influencing Apprenticeship Completion and Subsequent Earnings in Arkansas
<b>Washington, DC</b>	Role of Demographics on Apprenticeship Completion Status
<b>Ohio</b>	SNAP and WIOA? The Effect of WIOA Title I Services in the SNAP Population of Able-Bodied Adults
<b>New Jersey</b>	Employment Outcomes of SNAP Recipients in 2017
<b>Iowa + South Dakota</b>	Is it the People or the Programs?: Employment and Earnings among AR TANF Participants by WIOA Co-enrollment Status
<b>Washington, DC, South Carolina, Indiana</b>	The Trio: Successful journey from enrollment to employment
<b>Minnesota</b>	Investigating Wagner-Peyser Uptake in Areas of Little Broadband Connectivity
<b>Council of State Governments Justice Center + Kentucky</b>	Examining Enrollment Benefits for the Individuals with Dependents
<b>Nevada</b>	Unlocking Potential: The Impact of Adult Education for the SNAP Population
<b>Oregon</b>	Impact and Reach of WIOA Engagement Level
<b>Colorado</b>	Evaluating the Efficacy of SNAP Co-Enrollment
<b>Texas</b>	The Impact of Educational Attainment on Individual Economic Outcomes
<b>Idaho</b>	Arkansas GED Participants and Workforce Outcomes
<b>California</b>	A Case Study of 2018 Arkansas TANF Entrants

## Key Findings and Contributions

The program's findings illustrate how Arkansas's efforts contribute to the state's leadership in integrated service delivery and provide practical applications for enhancing the Workforce Innovation and Opportunity Act (WIOA) implementation.

**Advancing Co-Enrollment Strategies:** Research demonstrated that co-enrollment in programs such as WIOA, Supplemental Nutrition Assistance Program (SNAP), and Temporary Assistance for Needy Families (TANF) leads to significantly better employment and wage outcomes:

- Co-enrollment in WIOA Title I services and SNAP improved employment rates and wage trajectories, particularly for ABAWDs, a key population served under WIOA.
- Participants with dependents who were co-enrolled in multiple programs achieved greater economic stability and improved long-term employment retention.

**The Power of Education and Credentialing:** The research underscored the transformative impact of education and credential attainment:

- Adult education programs integrated with SNAP boosted employment prospects and earning potential.
- Credentialing aligned with high-demand industries, supported by WIOA Title I services, enhanced workforce participation and access to higher-paying jobs.
- GED and vocational training provided in correctional settings significantly reduced recidivism, supporting the transition of justice-involved individuals into the workforce.

**Bridging Digital and Geographic Barriers:** Addressing barriers to workforce participation was a central theme:

- Research highlighted how limited broadband access restricts uptake of services like Wagner-Peyser in rural areas. Arkansas's focus on digital inclusion initiatives could expand workforce service access and improve engagement statewide.
- Digital literacy programs emerged as critical tools for equipping participants to succeed in an increasingly digital economy.

**Evidence-Based Policy and Practice:** Arkansas's work emphasized the importance of using data to inform decisions:

- Longitudinal data analysis demonstrated how integrated services foster better outcomes compared to siloed approaches.
- Research findings provide actionable insights for tailoring services to participant needs, such as early referral of Unemployment Insurance (UI) claimants to Wagner-Peyser services for faster re-employment.
- Cross-program collaboration enhances administrative efficiency and reduces duplication, aligning with WIOA's focus on integrated service delivery.

Arkansas’s leadership through the E2E program highlights the state’s commitment to using data and evidence to transform workforce systems and improve economic outcomes. These findings provide a blueprint for practical, scalable innovations that align with WIOA’s vision of integrated, customer-centric service delivery. By continuing to build on this foundation, Arkansas can further its role as a national leader in workforce innovation while delivering meaningful results for its residents and communities.

## Performance Accountability

### A. PY 23 Results

The Arkansas Workforce Development Board (AWDB) and state agency partners continuously assess the performance outcomes of the workforce system in annual performance and benchmark reports. The state agency responsible for each of the core programs outlined in program-specific areas regularly assesses performance accountability measures at the state, regional and local levels as required by each core program. At the completion of each program year, each core WIOA partner presents its annual performance to the State Workforce Board.

To support the effort of ensuring that one-stop program partners are well-positioned to meet the performance accountability requirements of WIOA, the WIOA Roundtable's Program Performance Committee focuses on coordinating core partners to ensure systems have the capacity to collect and report required new and updated data elements under WIOA, as well as capacity to track aggregate data for performance indicators applicable to all four core partners was established.

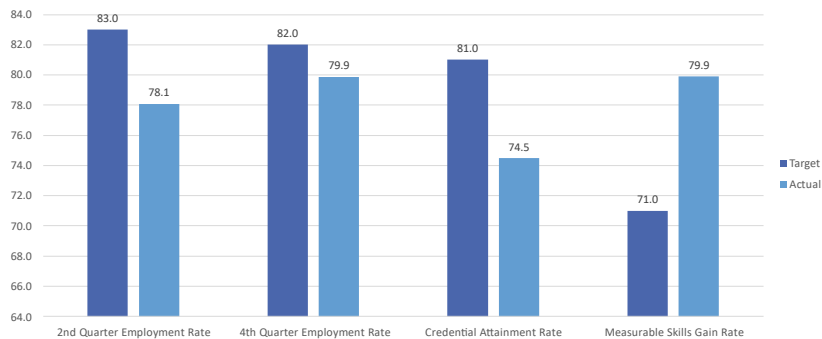
The state and local areas are assessed based on a comparison of the actual performance level with the adjusted level of performance each quarter and annually. Universal definitions will be utilized to determine if a core program exceeded, met, or failed to meet the negotiated levels of performance.

**Performance outcomes for WIOA Titles I & III programs are included in the following charts:**

*(as presented to the state board on November 6, 2024)*



## PY 2023 Performance Title I – Adult



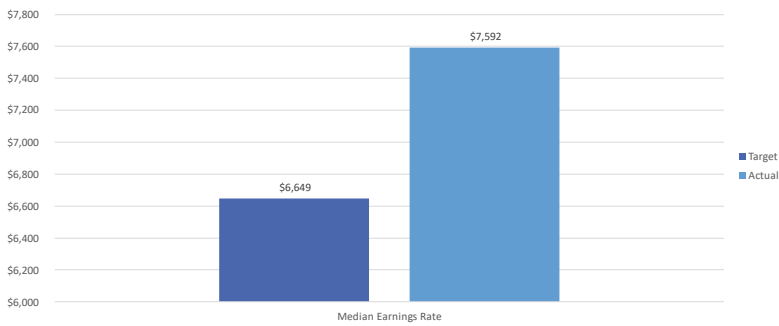
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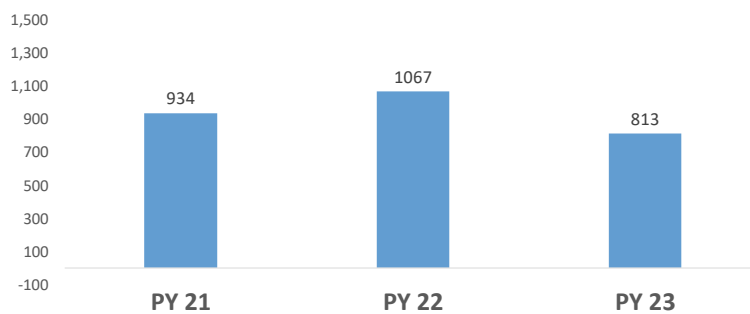
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## PY 2023 Performance Title I – Adult

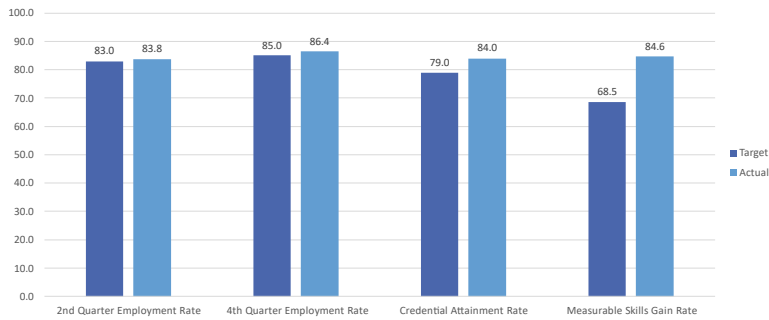


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## Total Participants Served WIOA Title I: Adult

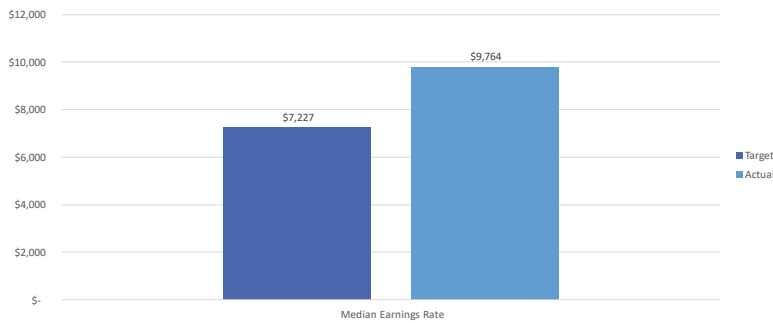


## PY 2023 Performance Title I – Dislocated Worker



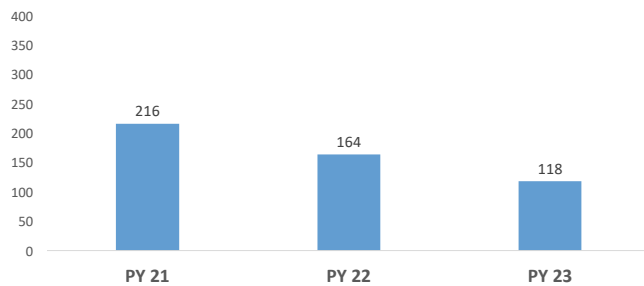
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## PY 2023 Performance Title I – Dislocated Worker

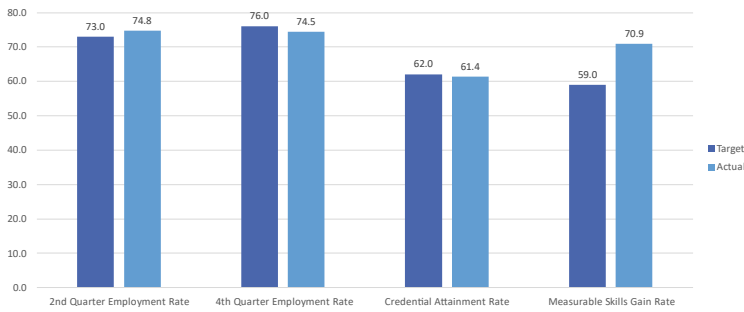


EXCEEDED

## Total Participants Served WIOA Title I: Dislocated Worker



## PY 2023 Performance Title I – Youth



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MET

MET

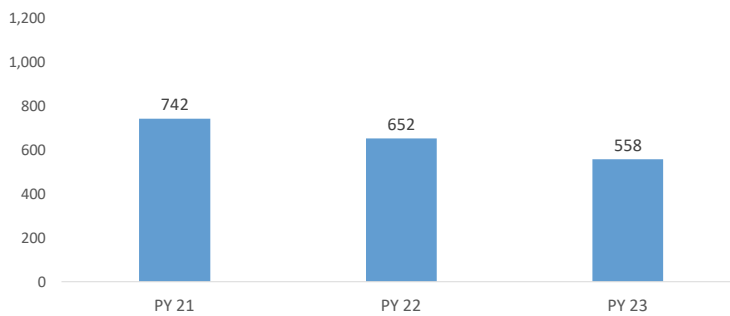
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## PY 2023 Performance Title I – Youth

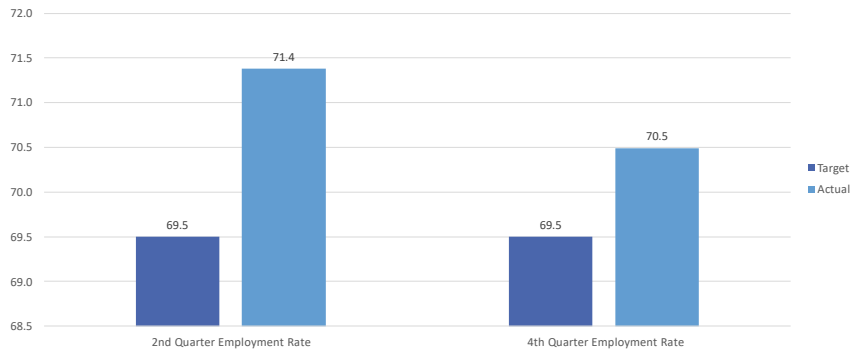


EXCEEDED

## Total Participants Served WIOA Title I: Youth



## PY 2023 Performance Title III – Wagner-Peyser



EXCEEDED

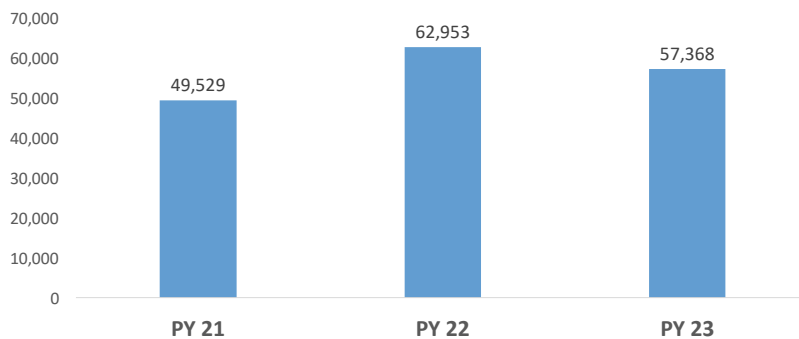
EXCEEDED

## PY 2023 Performance Title III – Wagner-Peyser



EXCEEDED

## Total Participants Served Wagner-Peyser



## **Common Exit**

Arkansas has a Common Exit policy mandating common date of exit for participants across the WIOA Title I, WIOA Title III, and Trade Adjustment Assistance programs. Consistent with ETA guidance, participants enrolled or co-enrolled in one or more of the foregoing ETA programs remain as participants in all programs in which there is a common period of participation until the participant has not received a service in any Common Exit program for ninety days. After ninety days elapse without receipt of a service in any of the Common Exit programs, the participant will exit all programs, retroactive to the date of the last service received in any enrolled or co-enrolled program.

## **Data Validation Policy**

Per ADWS [WIOA Title I-B Policy 4.6](#), at a minimum, state staff will conduct data validation training for both state and local staff on an annual basis. Local Workforce Development Boards are also required to conduct training annually. The training will cover all related topics, common trends, and other issues detected during the data validation review process. During annual monitoring, data validation requirements will be reviewed to ensure that the data validation policy has been implemented by local staff.

## **Effectiveness in Serving Employers**

WIOA implemented a pilot performance measure to determine the effectiveness in serving employers. States were requested to select two of the three DOL pilot measures and could include additional state-defined employer measures. The state of Arkansas has chosen for the pilot period to report on the following for the *Effectiveness in Serving Employer* performance indicator:

- Retention with the Same Employer
- Employer Penetration.

## **Governor's State Set-Aside Activities**

Arkansas carried out all required statewide employment and training activities as described of § 682.200.

## **WIOA Outreach Activities Awards**

The Arkansas Division of Workforce Services allotted an additional \$150K for outreach activity awards to local workforce development boards. The public workforce system plays a critical role in connecting talent with opportunity, connects diverse customers to employment and training opportunities, and helps employers recruit skilled employees that match their employment opportunities. To fully communicate the workforce system's value and expand awareness of its services to job seekers and employers, the system must conduct effective and targeted outreach. WIOA requires grantees to inform the public about services, conduct proactive outreach to underserved populations, and make individuals aware of services that can support their employment needs. ADWS funded up to \$15,000 per local workforce development board with the goal of increased WIOA enrollments across the state. Funds awarded for WIOA allowable outreach activities must be utilized for additional outreach activities and not to supplant WIOA formula funds awarded for youth, adult, and dislocated worker programs.



## Sector Strategies & Regional Planning Activities

The Arkansas Division of Workforce Services allotted an additional \$250K for awards to LWDBs to assist with Regional Planning and services delivery efforts and to provide support for the effective development, convening, and implementation of industry and sector partnerships.

### **Rapid Response**

Rapid Response is a pro-active, business-focused, and flexible strategy designed to respond to layoffs and plant closings by quickly coordinating services and providing immediate aid to companies and their affected workers. Our Rapid Response team works with employers and any employees to quickly maximize public and private resources to minimize disruptions associated with job loss. Rapid Response can provide customized services on-site at an affected company, accommodate any work schedules, and assist companies and workers through the painful transitions associated with job loss.

Rapid Response is conducted in partnership with the Arkansas Workforce Centers (AWCs). Rapid Response for Laid-Off Workers provides access to a comprehensive range of direct services, benefits, training opportunities, and income support. Assistance may include drafting résumés and letters of application, interview skills workshops, career counseling, job search assistance, skills upgrading, and job training. Rapid Response also provides multiple benefits to Employers including information about a variety of layoff aversion options which may be available. Rapid Response may also facilitate access to incumbent worker training programs and to skilled job seekers.

Our Dislocated Worker program manages a fleet of Mobile Workforce Centers. Each Mobile Workforce Center has full internet connectivity and is equipped with computers, printers, copiers, and fax machines. All of the Mobile Workforce Centers include a computer with access to Jobs Application with Speech (JAWS) software and are handicapped accessible. Mobile Workforce Centers may be transported to supplement local resources, as needed.

In PY '23 the team provided Rapid Response Services to over 40 companies who reported actual or anticipated layoffs or closures impacting over 3000 workers.

## High Concentration of Eligible Youth Awards

The Arkansas Division of Workforce Services provided an additional \$200K of funding to Local Workforce Development Boards (LWDB) who are serving a high concentration of WIOA eligible youth, in accordance with the definition of “Eligible Youth” found in the WIOA law, Title 1, section 129. Eligible Youth are defined as individuals 16-24 years of age, who are considered low-income persons, and who have one or more risk factors.

## Arkansas JobLink (AJL)

AJL is the state’s integrated web-based workforce development management information system (MIS) used by the state and local areas to share and manage participant data between the Wagner-Peyser

program, the Trade Adjustment Assistance program and the Workforce Innovation and Opportunity Act program. AJL provides jobseekers, employers, and workforce development professionals with tremendous flexibility and capacity for accessing, tracking, and reporting services: self-directed, staff-facilitated, staff-assisted, and case management.

All staff has access to and can view all services provided to clients regardless of individual program funding. This approach allows funding streams (regardless of specific target group) to consider the “complete package” of services provided or made available to the client reducing duplication of effort and maximizing outcomes. It also facilitates a single process to extract required data for the generation and submission of performance or demographic client details as required by current mandates. In short AJL provides all workforce partners with a “whole person view” of the services available, or provided to, each client or group.

Arkansas has taken a lead in the development of a direct electronic interface between our AJL and Unemployment Insurance (UI) systems. Through this interface we ensure that all UI claimants are registered for work and eliminates repetitive information gathering from UI claimants. We have also implemented a proactive approach to Reemployment Services (RES) and Reemployment and Eligibility Assessments (REA) to claimants with the goal of reducing the average length of time a client is out of work. This effort would have been exponentially more difficult if we were not dealing with an integrated service delivery system. Through the use of electronic wage matching, records are regularly updated with information received from the State and other sources to identify those who have obtained employment and calculate average earnings.

Each quarter, quarterly wage record information is loaded into AJL to measure the progress on State and local common performance measures. The quarterly wage information includes wages paid to an individual, the social security account number, the name of the individual, and the Federal employer identification number of the employer paying the wages to the individual. State wage records are available to other member states through the Wage Record Interchange System (WRIS) on a quarterly basis. Likewise, Arkansas is able to track participants that work or move outside of Arkansas for performance measurement purposes through WRIS wage records from member states.

All local WIOA Title I service providers have access to the state wage record information for the purpose of measuring local common performance measures. AJL can be found at <https://www.arjoblink.arkansas.gov>

### **National Dislocated Worker Grants**

During program year 2023, no DWGs were administered by the state of Arkansas.

## **End Report**

# APPENDIX

## APPENDICE I: SUCCESS STORIES



**Lindsey** Holden, a Dislocated Worker participant in Eastern Arkansas, walked into the Workforce Center seeking information on the Workforce Innovation and Opportunity Act (WIOA) program. As a long-term unemployed single parent receiving SNAP benefits, Lindsey needed support to get back into the workforce. Her last employment was on May 12, 2020, when she was laid off from the Pillow Clinic in Helena, AR.

Lindsey promptly registered in the Arkansas JobLink (AJL) system and completed a WIOA Dislocated Worker (DLW)/Adult application. Upon review, her Career Advisor confirmed her status as a Dislocated Worker due to her layoff. Recognizing her lack of skills in a high-demand occupation, Lindsey worked with her career advisor to develop an individualized employment plan and explore career pathways that matched her interests. She ultimately decided to pursue a career in nursing and applied to the Nursing program at Phillips Community College of the University of Arkansas (PCCUA).

During her training period, Lindsey began the adult work experience program at the Helena Workforce Center, gaining practical experience as an Office Clerk. On August 22, 2022, she started occupational skills training in the Nursing program at PCCUA, focusing on acquiring the skills necessary to succeed in the healthcare field.

On May 10, 2024, Lindsey's hard work and dedication paid off as she was awarded an Associate of Applied Science Degree in Nursing from Phillips Community College of the University of Arkansas.

Lindsey Holden's journey through the WIOA program is a testament to her resilience and determination. By leveraging the resources and support provided by the WIOA program, she successfully transitioned from being a long-term unemployed individual to a highly skilled and credentialed Registered Nurse. Lindsey's story highlights the impact of the WIOA program in empowering individuals to achieve their career goals and improve their lives.

On June 10, 2024, Ms. Holden was hired full-time as Emergency Room Registered Nurse at Forrest City Medical Center in Forrest City Arkansas.



**Edward** Sherrill, a Dislocated Worker participant in Western AR, was laid off from Tyson Foods after working for the company for several years. He worked full-time as a maintenance technician but felt he didn't have many other skills outside of that. Edward heard about the WIOA program and visited the Ft. Smith Workforce Center in May 2023 seeking assistance to attend Arkansas Tech University Ozark in the Air and Refrigeration program. With assistance from his career advisor, Edward was provided the guidance and tools needed to apply for and enroll in college.

He quickly completed all coursework in the Air Conditioning Refrigeration Certificate Program at ATU Ozark and received his certificate just a few months of after being in the WIOA program. Coincidentally, Mr. Sherrill was hired by the college he attended, as an instructor in AC/refrigeration program. Edward is a perfect

example of how WIOA can assist anyone transition back into employment after a difficult season of uncertainty.



**Kristina** Gann, an Adult participant in Northwest Arkansas, found herself at a crossroads with her educational and career journey. Kristina, a single mother of 3 with her oldest child being disabled, attended college before but was never successful due to challenges of life and not identifying a career that she loved. She attended college classes first for business, and then nursing. After losing interest, she realized that neither one of them suited her career choices. She was connected with the WIOA program as well as Arkansas Career Pathways programs for guidance and assistance. After consulting with

program advisors and taking a series of assessments, she discovered that Radiology might be a good career choice for her.

Kristina's case managers assisted with completing paperwork for her college application and financial aid. It was determined that she did not have adequate funding for a Pell grant, which presented another barrier for Ms. Gann to reach her goals. WIOA was able to assist with this barrier and fund tuition and supportive services to ensure she could complete training. till she found Radiology. Her Pell was maxed out after her 1st semester in the program. After a lot of studying, hard work and diligence, Kristina graduated and received her radio technology license. Kristina is working at 1st Choice Healthcare in Salem, AR as a Xray / Lab Tech with a starting salary of \$22.00/ hr. She is pictured with her children, whom she says inspired her to never give up.



# WORKFORCE INNOVATION & OPPORTUNITY ACT

(WIOA)

ARKANSAS  
WORKFORCE CONNECTIONS

A DIVISION OF ARKANSAS WORKFORCE SERVICES

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# ANNUAL REPORT

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PY 2023

