

Arkansas Division of Workforce Services

Agency-wide Meeting July 6, 2022

ADWS Vision and Mission

Vision

To accelerate economic growth and individual prosperity in the state of Arkansas.

Mission

To support and secure Arkansas's economic vitality through a highly skilled workforce by administering programs and providing services that empower employers and jobseekers.

Overarching Goals (revision of 2018-19 plan)

- **Align the State's Workforce System of Employers and Job Seekers**
 - **Enhance WIOA Program Partnerships**
 - **Grow and Enhance the available workforce**
- **Provide Effective and Responsive Services**
- **Improve Efficiencies**
- **Improve Training and Communications (internal and external)**

Strategies to Reach Goals for 2022

1. Evaluate all program policies and provide training and revision as needed.
2. Evaluate organizational structure and positions within each division while constantly assessing ways to streamline operations and utilize existing resources.
3. Initiate engagement in formal leadership training for growth in career path.
4. Ensure programs are meeting state and federal performance benchmarks*.
5. Continue to push system and program processes to gain efficiencies, i.e. UI modernization, Grant management, Cost allocation, Financial management/reporting, Case management.
6. Facilitate successful achievement of the goals of supplementary federal grants and initiatives to ADWS programs.

***Strategic Plan outlines goals & strategies with targets and outcomes.**

Why Strategic Plans?

- ✓ *Living document*
- ✓ *Continuous improvement*
- ✓ *Established goals with objectives and strategies to reach objectives*
- ✓ *Outcome focused*
- ✓ *Baseline indicators*
- ✓ *Expected outcomes*

We empower employers and job seekers through:

- **Unemployment Insurance**
- **Board of Review and Appeal Tribunal**
- **Workforce Innovation and Opportunity Act (WIOA) Programs**
- **Wagner-Peyser**
- **Foreign Labor Certification**
- **Veterans Employment and Training Services**
- **Work Opportunity Tax Credit**
- **Bureau of Labor Statistics**
- **Trade Adjustment Assistance (TAA)**
- **Reemployment Services and Eligibility Assessment (RESEA)**
- **Rapid Response, Dislocated Worker Services Unit, and Mobile Workforce Centers**
- **Temporary Assistance for Needy Families (TANF)**
- **Adult Education**
- **Division of Services for the Blind**
- **Arkansas Rehabilitation Services**

***Support Services are provided through Finance, IT, Compliance & Integrity, Legal, Communications, and HR.**



Human Resources Highlights and Accomplishments

ADWS Legacy and Adult Education – Active full-time and intermittent staff: 729

ARS and DSB – Active full-time and intermittent staff: 274

**For better delivery of services and support within the agency, ARS transitioned the IT contract staff to state employee staff.*

- Longevity Employees
 - ❖ DWS Legacy Jennifer Shipley (48 years)
 - ❖ Adult Education Ida Creed (49 years)
 - ❖ ARS Sterling Hughes (52 years)
 - ❖ DSB Betsy Barnes (43 years)

ADWS and ARS transitioned to ARCareers for applicant recruitment, which allows expansion of recruitment efforts through LinkedIn, Monster, and colleges/universities across Arkansas and bordering States.

2% COLA Increase

“On Thursday, February 17, 2022, Governor Hutchinson announced a 2% pay increase for all executive branch employees. The increase provides meaningful assistance to our greatest strength in state government our employees as they face the challenges of rising prices at the grocery store and the fuel pump.”

2022 Merit Increase

Role Model	5.90%	Highly effective	5.45%	Solid Performer	5.00%
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ACCOMPLISHMENTS

ADWS Legacy and Adult Ed - Financial Management and Administrative Services (FMAS)

- [Arkansas Cost Allocation Reporting System \(ARCARS\)](#) – The new cost allocation system being developed by the Finance Team to go live August 5, 2022.
- Currently, restructuring FMAS to increase proficiencies in reporting and improve customer service.

ARS/DSB Finance

- Federal Grant Obligation Policy and Procedures in development. Two new Grants Management Specialist positions will support this requirement.
- Finance staff preparing for go live of ARS' new [Case Management System](#) on October 1, 2022.

OFFICE OF COMPLIANCE AND INTEGRITY ACCOMPLISHMENTS

- Facilitated the agency-wide [Control Self-Assessment](#) for submission to the Arkansas Department of Inspector General.
- Conducted [internal reviews](#) of 6 Arkansas Workforce Centers across the state.
- Initiated [fraud investigations](#) on approximately 50,000 unemployment claims, either self-reported as identity theft fraud or identified as suspicious.
- Worked with the U.S. Department of Labor Office of Inspector General (DOL-OIG) on 98 unemployment fraud cases resulting in [prosecution](#) of several perpetrators.
- Conducted 12 [financial monitoring](#) reviews.
 - 10 Workforce Innovation and Opportunity Act (WIOA) subrecipients
 - 2 ReImagine subrecipients

UNEMPLOYMENT INSURANCE ACCOMPLISHMENTS

Claimant Services:

- Service Center approach implemented 02/22/2022:
 - Average wait time for claimants **decreased** from 32 to 2 minutes.
 - **Excellent feedback** from claimants and staff received, and we continue to consistently assess, correct and improve.
 - The Adjudication department (AAS) has issued 55,988 decision on claims, and determined 52,711 non-issues for a total 108,699 issues resolved.
 - Arkansas participated in the **Claimant Experience Pilot** and is the first state UI program, to implement Login.gov for electronic ID verification.

Employer Services:

- Striving to provide better support to our employers though the **reorganizing** of the Contributions, Fraud Identification, and Benefit Payment Control Units.
 - Opportunity to **streamline processes and provide better services** to the public.

EMPLOYMENT ASSISTANCE ACCOMPLISHMENTS

- Provided an additional \$200K of funding to seven of the ten Local Workforce Development Boards (LWDB) who are serving a [high concentration of WIOA eligible youth](#).
- 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](#).
- [Served 1,829 participants](#) in PY 21: 905-Adults, 215-Dislocated Workers, 709-Youth.
- Provide support for the [Arkansas National Career Readiness Certificate \(NCRC\)](#) and ACT Work Ready Communities Initiative.
 - [34 of 75 counties participating and 20 counties](#) designated as [certified Work Ready Communities](#) and in the maintaining phase.
 - [6,539 AR NCRCs](#) to date for calendar year 2022. *(Through May 31, 2022)*
- ReImagine Workforce Grant - Enrolled over [800 participants](#) in short-term online training and in-demand occupations, in partnership with Shorter College and UA Global Campus.
- Foreign Labor Certification – to date, processed ~860 H2A applications, compared to 680 in CY21 and 502 in CY20. Similarly, H2B job orders [increased](#) to 129 compared to 88 in CY21.

WOTC, BLS, TAA and RESEA ACCOMPLISHMENTS

Work Opportunity Tax Credit (WOTC)

- Processed 59,451 Applications with **Potential Tax Savings** of \$37,943,400.
 - **One of 18 states** to receive FY 2022 **Backlog Award** of \$200,000 for processing backlogs and updating the state's WOTC processing system.

Bureau of Labor Statistics (BLS)

- Produces monthly Unemployment Press Release
- **Updated** 2017 “Understanding Labor Force Participation” report and **presented to multiple entities**.
- **Susan Price** serves on the **National Committee** to develop, deploy and train states on the new QUEST (QUarterly Employment and wages STate) system implemented to all states.

Trade Adjustment Assistance (TAA)

- **Increased co-enrollment** of TAA participants with WIOA Dislocated Worker from 0.4% to 58% in FY22.

Reemployment Services and Eligibility Assessment (RESEA)

- **One of 30 states** to receive FY2021 RESEA outcome payments of \$248,000 based on **program performance** data to expand the services available to eligible UI claimants.

RAPID RESPONSE ACCOMPLISHMENTS

The Team provided **Rapid Response Services** to 18 companies experiencing layoff or closures. Approximately 1,302 workers were affected by these events.

The **Mobile Workforce Centers** served at over 125 events throughout the state ranging from job fairs, hiring events, reentry activities, career days, transition assistance and community workforce activities.

- Coordination of **job fairs** for Family Dollar/Dollar Tree Distribution Center July 17 closure in West Memphis affecting 320 workers.
- Partnership with Arkansas Rehabilitation Services to utilize Mobile Workforce Centers at various **Spring Into Service** events across the state and at multiple **job fairs** held at the Arkansas School for the Deaf.
- Facilitation of 14 **worker assistance workshops** for over 200 workers who were affected by layoffs at goTRG in Rogers and Evergreen Packaging in Pine Bluff.

TEMPORARY ASSISTANCE FOR NEEDY FAMILIES (TANF) ACCOMPLISHMENTS

Program Priorities

Outcomes

Federally mandated Basic Assistance programs - Income Support & Supportive Services

- Met or exceeded the Federal Performance measure to **engage 50% or more Single Parents** to participate in work activities as a condition to receive cash assistance services
- Met the Federal Performance measure **to engage 90% or more Two Parent families** as a condition to receive cash assistance services

Child Welfare - Health, Safety, Pre-k / Head Start

- Over **40,000 children** received services ranging from after-school programs, career & technology exposure, and support for domestic violence and homelessness
- Over **20,000 children** received TANF funded services to attend early-childhood programs such as Pre-K and Head Start programs

Youth Development Services

- Over **45,000 youth** received prevention and intervention through education and activities focused on career exploration, work-based learning, and summer youth employment

Education, Training, Job Prep, Work Based Learning, and Job Placement

- Workforce services directly preparing for and / or employment placement for over **4,000 low-income adults**; most of the placements were in **Manufacturing, CDL, IT Cyber Security, and Healthcare**.

Major partners who helped ADWS/TANF implement these programs include DHS, DOE, Children's Advocacy Centers, Adult Education, Workforce Development Boards, ADHE/CPI, and private entities like Forge Institute. Some of these initiatives include co-mingled funds.



ADULT EDUCATION ACCOMPLISHMENTS

Providing basic skills classes to adults with less than a high school education

- Exceeded the PY2021 performance target by 6% in which 58% of the 7,994 participants made measurable skill gains (MSGs) (in progress).
- Ranked 8th in the nation in overall MSGs during the 2020-2021 program year.
- Increased credentials and certifications earned by students through the adult education program and/or its partnerships from 407 to 1,441 over last year, an increase of 253% (in progress).
- Received \$5,000,000 or an increase of 19% in funding to purchase technology equipment and expand the TANF program in adult education.
 - **GEER Funds:** \$823,200.00
 - **Category B Funds :** \$500,000
 - **TANF** \$3,672,899.05
- Expanded GED[®] mobile testing units from 13 to 27 an increase of 108%.

DIVISION OF SERVICES FOR THE BLIND ACCOMPLISHMENTS

Dedicated to the independence of Arkansans who are blind or visually impaired

- During SFY2022, Arkansas DSB served 1054 individuals who are blind or visually impaired. Of that, 145 successfully achieved competitive employment, an increase of 4.14% over last year.
- The Older Individuals who are Blind program helped 90 individuals aged 55 and older gain their independence this year.
- DSB is currently supporting 135 Clients with ongoing training to increase their career earning potential.
- Pre-Employment Transition Services provided training to 81 students aged 16-21.
- Graduated 16 high school students from the annual Jump Start Program, a 2-week summer program collaboration with the Arkansas School for the Blind and Visually Impaired to provide students (16-21) with educational tools that help in learning independent living skills and provided part-time jobs to gain valuable work experience.

ARKANSAS REHABILITATION SERVICES ACCOMPLISHMENTS

Preparing Arkansans with disabilities to work and lead productive and independent lives.

- In SFY2022, ARS served 8,208 Arkansans with disabilities. 1,673 of those served achieved successful employment.
- ARS' Assistive Technology program saved Arkansans over \$1.7M in loaned or donated devices during SFY2022.
- In SFY2022, ARS clients earned 2,165 measurable skills gains towards degree and certificate programs.
- Pre-Employment Transition Services provided training to 1,385 10-12th grade students in collaboration with 82 schools.
 - 44 students obtained competitive integrated employment after or prior to graduating high school.



COMMUNICATIONS ACCOMPLISHMENTS

Annual Report

<https://dws.arkansas.gov/workforce-services/news-info/adws-annual-report-archive/>

New Website

<https://dws.arkansas.gov/>

- Continue with your current process for updating the website at this time.
- Please continually review all sections for out of date material.
- Communications needs to review all materials being distributed to the public for standards and quality review.

Zoë Calkins

Director of Communications
ADWS

Chip McAfee

Director of Communications
Arkansas Rehabilitation Services

Follow and like us on Social Media!

Facebook @ArkDWS

- Followers: 3.4K
 - Majority women (82%)
 - Age 35-44
- June 2022
 - Post Reach: 5,913
 - Post Engagement: 472
 - New Followers: 26

Twitter @ArkansasDWS

- Followers: 2,177
- June 2022
 - Profile visits: 3,528
 - Tweets: 51
 - Tweet impressions: 6,460



Employee Engagement

- Organizations that **create a culture of employee well-being and engagement** have stronger financial performance, less employee turnover, few worker compensations claims, lower healthcare premiums, happier employees, and higher levels of productivity.
- Steps you can take to contribute to your employees' well-being:
 - **Listen to your employees.**
 - **Communicate your plan of action.**
 - **Train the team.**
 - **Align the goals.**
 - **Reward and recognize.**

[Excerpt from Smart Brief, April 9, 2018, *The CEO's Leadership Role in Optimizing Emotional Well-being in Employees*]

Employee Survey

- Your input is important.
- Later today, you will receive an email with information regarding a survey along with a link.
- The survey will be available until 4pm on Friday, July 8.
- All feedback will be anonymously collected and reported with an option to enter your name into the survey as part of your individual response.

Thank you for your commitment and initiative in striving each day to make a difference in our agency, our communities, and our state.