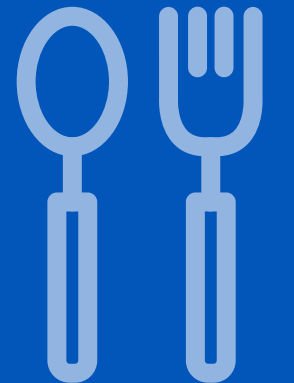


Arkansas Division of  
Workforce Services



# 2021

## ANNUAL REPORT

WWW.DWS.ARKANSAS.GOV | 2 CAPITOL MALL | 501-682-2121

# WORKFORCE AT A GLANCE

2020 vs. 2021



**6.1%**

Annual Average  
Unemployment Rate



**4.0%**

Annual Average Labor Force

**1,354,296**



**1,332,620**

Annual Average Labor Force  
Participation Rate

**57.4%**



**56.5%**

Year Over Annual  
Average Wage Growth

**+7.4%**



**+7.8%**

Year Over Annual Job Growth

**-3.0%**



**+2.8%**

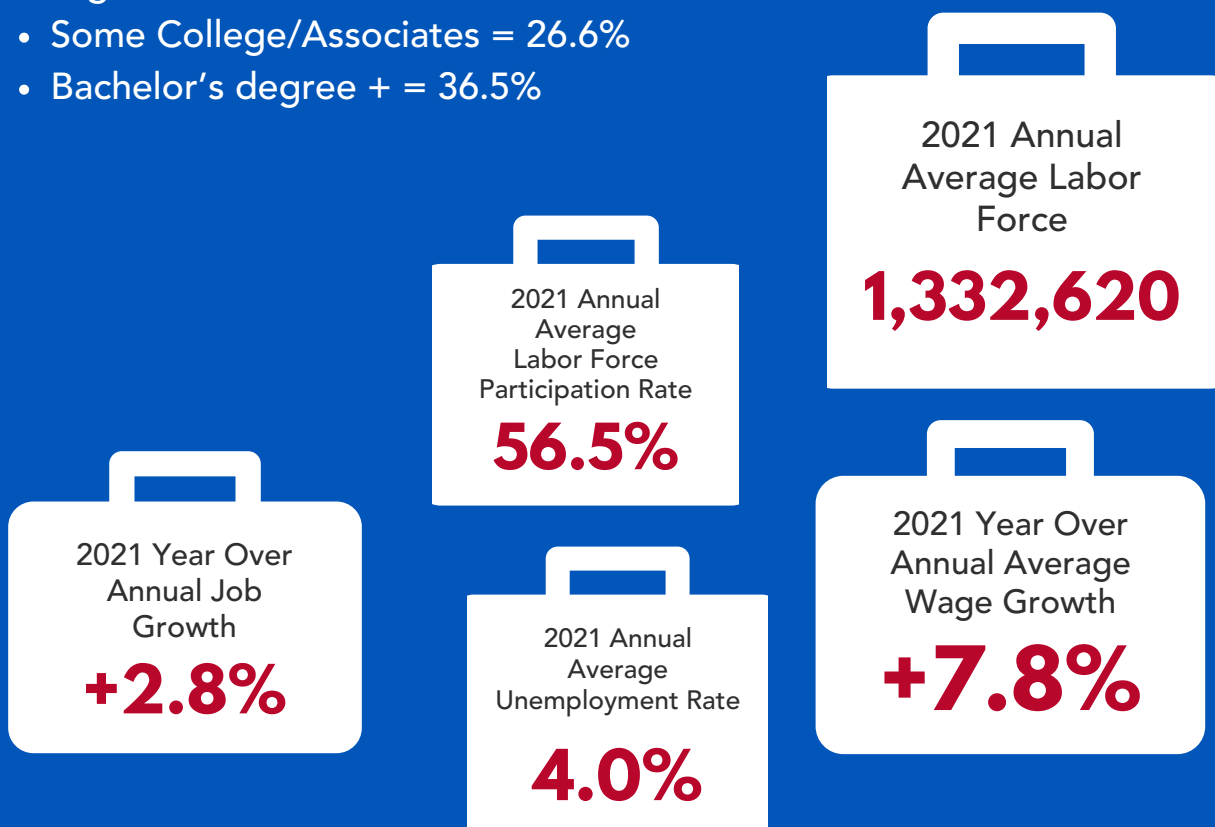
# WORKFORCE AT A GLANCE 2021

## Top 3 Industries for Annual Average Growth at Super Sector Level 2021

1. Leisure and Hospitality = +8.3%
2. Professional and Business Services = +4.3%
3. Construction = +3.6%

## Labor Force Education Levels 2021 (percent of labor force aged 25 and over)

- Less than HS = 6.1%
- High School = 30.8%
- Some College/Associates = 26.6%
- Bachelor's degree + = 36.5%



# UNEMPLOYMENT INSURANCE TRUST FUND STATUS

## JANUARY 1 – DECEMBER 31, 2021

<b>Balance, Beginning of Year</b>	<b>\$800,298,360.16</b>
Unemployment Insurance Contributions	\$119,161,187
Reimbursement from Other States	\$4,698,059
Advanced Interest Proceeds	\$0
FUTA Tax Credits	\$4,649
CARES Act Transfer	\$8,000,000
CARES Act Transfer Reimbursables 50% Deposited	\$3,497,881
Interest Income	\$15,920,770
<b>Total Revenues</b>	<b>\$151,282,546</b>
<b>Expenditures</b>	
Unemployment Benefit Payments	\$94,900,408
Interstate Benefits	\$10,478,454
Reed Act Withdrawal	\$2,065,976
<b>Total Expenditures</b>	<b>\$107,444,838</b>
Collected Over Expenditures	\$43,837,707
<b>Balance, End of Year</b>	<b>\$844,136,067</b>



## FUNDED APPROPRIATION

### GRANTS SFY 2020-2021

#### LEGACY 810

ADWS Training Trust Fund	\$3,256,577
Disaster Relief	\$804,000,000
Individual Development Account Program	\$141,738
Loans to Local Workforce Development Boards	\$1,500,000
New Hire Registry	\$200,141
Operations	\$148,536,620
Rainy Day	\$1,066,844
Reed Act Funds	\$3,100,000
Special Funds	\$10,047,279
Training Allowances & Payments	\$12,050,000
Transitional Employment Program-TANF	\$39,678,938
UI Trust Fund Interest/Unemployment	\$3,000,001
Unemployment Insurance Administration Fund	\$3,626,196
Unemployment Insurance Benefits	\$5,475,000,001
Workforce Innovation and Opportunity Act Payments	\$31,487,271
<b>Legacy Total</b>	<b>\$6,536,691,606</b>

#### ADULT EDUCATION 810

Adult Basic Education	\$20,182,793
Adult Education Administration	\$1,070,306
AmeriCorps	\$41,148
Certified Employment	\$15,000
Federal Adult Basic Education	\$8,016,752
GED Testing	\$342,057
Governor's Commission on Adult Literacy	\$728,535
Rural Development	\$10,000
SNAP E&T	\$936,120
TANF	\$1,827,962
<b>Adult Ed Total</b>	<b>\$33,170,673</b>

#### REHABILITATION SERVICES 520

Operations	\$35,625,927
Contract Services	\$18,026,047
Increasing Capabilities Access Network	\$838,452
Statewide Disability Telecommunications Equipment Program	\$539,161
People with Disabilities Program	\$30,000
Technology Equipment Revolving Loan Program	\$532,085
Cash Operations	\$556,542
<b>Rehabilitation Services Total</b>	<b>\$56,148,214</b>

#### SERVICES FOR THE BLIND 520

Operations	\$6,357,641
Purchase of Services	\$4,646,768
<b>Services for the Blind Total</b>	<b>\$11,004,409</b>

**GRAND TOTAL** **\$6,637,014,902**







## EMPLOYMENT ASSISTANCE

### CY 2021

Employment Assistance provides policy development and technical assistance for federally funded employment and training programs. Many of these programs are awarded by formula under the Workforce Innovation and Opportunity Act (WIOA) including Adult, Youth, and Dislocated Worker programs that fund career services, training, and supportive services for eligible participants. Other WIOA programs administered by Employment Assistance include Employment Services authorized under the Wagner-Peyser Act, as amended, and Jobs for Veterans State Grants. Employment Assistance also administers Foreign Labor Certification and provides staffing to the Arkansas Workforce Development Board.

### EMPLOYMENT SERVICES

- Number of job seekers that received employment services in CY 2021: **169,299**

### ARKANSAS JOBLINK – [ARJOBLINK.ARKANSAS.GOV](https://arjoblink.arkansas.gov)

Arkansas JobLink is an online jobsite free to job seekers and employers. Job seekers can create and post resumes, search for employment and training opportunities, and see upcoming job fairs. Employers use Arkansas JobLink to post jobs, look at resumes and search for candidates to fill their positions.

- **80,632** staff-assisted job-seeker registrations in Arkansas JobLink.
- **2,099** staff-assisted Veteran registrations in Arkansas JobLink.
- **6,268** employer contacts were logged in Arkansas JobLink by ADWS.
- **6,511** active job orders entered in Arkansas JobLink by staff and employers.

### VETERANS SERVICES

- Number of veterans served through the Arkansas Workforce Centers in CY 2021: **4,861**

### CAREER READINESS CERTIFICATES

Successful completion of the ACT WorkKeys® assessments in Applied Math, Graphic Literacy and Workplace Documents can lead to earning a Career Readiness Certificate, which is a nationally accredited, portable credential that demonstrates workplace readiness to employers.

- Total Career Readiness Certificates issued in Arkansas in CY 2021: **2,008**  

<b>Bronze:</b>	<b>578</b>	<b>Gold:</b>	<b>424</b>
<b>Silver:</b>	<b>770</b>	<b>Platinum:</b>	<b>236</b>

### REIMAGINE ARKANSAS WORKFORCE PROJECT

The U.S. Department of Education awarded a grant worth over \$13 million to the Arkansas Workforce Development Board and the Arkansas Division of Workforce Services to fund the Reimagine Arkansas Workforce Project, which aims to provide new educational opportunities and pathways to help people return to work. Project partners include the University of Arkansas Global Campus, Shorter College, and iDatafy LLC. ADWS awarded slightly more than \$10 million to the UA Global Campus, and about \$3 million to Shorter College.

The grant serves Arkansans who are unemployed, underemployed, are new to the workforce and/or have no work history, are a member of an underrepresented population, receive public assistance, reside in rural areas, are a veteran, are the spouse of a veteran, are homeless, are 55 years of age or older, previously incarcerated, have been paroled, or are on probation.

During the first year, five new training programs were developed, and 124 participants were enrolled by UA and Shorter College combined. Training programs include business, construction, health care, manufacturing, project management, technology, veterinary, and more. Of the participants enrolled, 100% received tuition scholarships, and 100% received supportive services which included career counseling, and assistance with laptops and internet services.

## DISLOCATED WORKER SERVICES UNIT

### CY 2021

The Dislocated Worker Services Unit provides Rapid Response services to employers and dislocated workers impacted by permanent business closures and layoffs.

#### RAPID RESPONSE

- **22** companies reported actual or anticipated layoffs or closures impacting **780** workers.  
*All companies may not have reported numbers.*

#### TRADE ADJUSTMENT ASSISTANCE (TAA)

- TAA field personnel provided case management services for **227** clients.
- **79** TAA clients successfully completed TAA approved and subsidized training.
- **\$1,514,587** in training-related payments was remitted on behalf of TAA program participants for CY 2021.
- **\$5,878.59** in job search and/or relocation payments was remitted on behalf of TAA program participants for CY 2021.
- **\$1,095,330** in Trade Readjustment Allowances payments was remitted to TAA clients.
- **\$199,686** in reemployment TAA payments was remitted on behalf of TAA program participants in CY 2021.

#### MOBILE WORKFORCE UNITS

- The mobile workforce units supported **108** events to assist job seekers and employers.

#### REENTRY INITIATIVES

- The Dislocated Worker Services Unit supported **7** Reentry Week Activities.
- Reemployment Services staff and the Dislocated Worker Task Force conducted **78** job search workshops assisting **1,464** returning citizens, parolees, and probationers.

#### REEMPLOYMENT SERVICES AND ELIGIBILITY ASSESSMENTS

- **203** job search workshops were conducted.
- **5,125** individuals were selected to participate in job search workshops.
- **1,538** participants received intensive reemployment services.

## LABOR MARKET INFORMATION

### CY 2021

Labor market information is used by statisticians, employers, researchers, economic developers, and institutions of higher education. Information regarding employment, wages, labor market trends and unemployment rates is available on the Discover Arkansas website at [www.discover.arkansas.gov](http://www.discover.arkansas.gov) and in the resource rooms of the Arkansas Workforce Centers.

#### DISCOVER ARKANSAS

[www.discover.arkansas.gov](http://www.discover.arkansas.gov)

- Customers accessed information through the Discover Arkansas Labor Market Information portal approximately **484,000** times.
- The Labor Market Information department distributed more than **92,000** print and electronic publications.
- Labor Market Information staff conducted **3** training sessions and welcomed one staff member to the Workforce Advisory Group which helps oversee content at Career One Stop. That staff member attended 1 quarterly meeting at the end of 2021.

#### REAL-LIFE ARKANSAS

[www.real-life.arkansas.gov](http://www.real-life.arkansas.gov)

- Real-Life Arkansas was utilized more than **58,000** times in CY 2021.

#### CAREER WATCH ARKANSAS

[www.careerwatch.org](http://www.careerwatch.org)

- Career Watch Arkansas was viewed online at [www.careerwatch.org](http://www.careerwatch.org) more than **17,000** times in CY 2021.

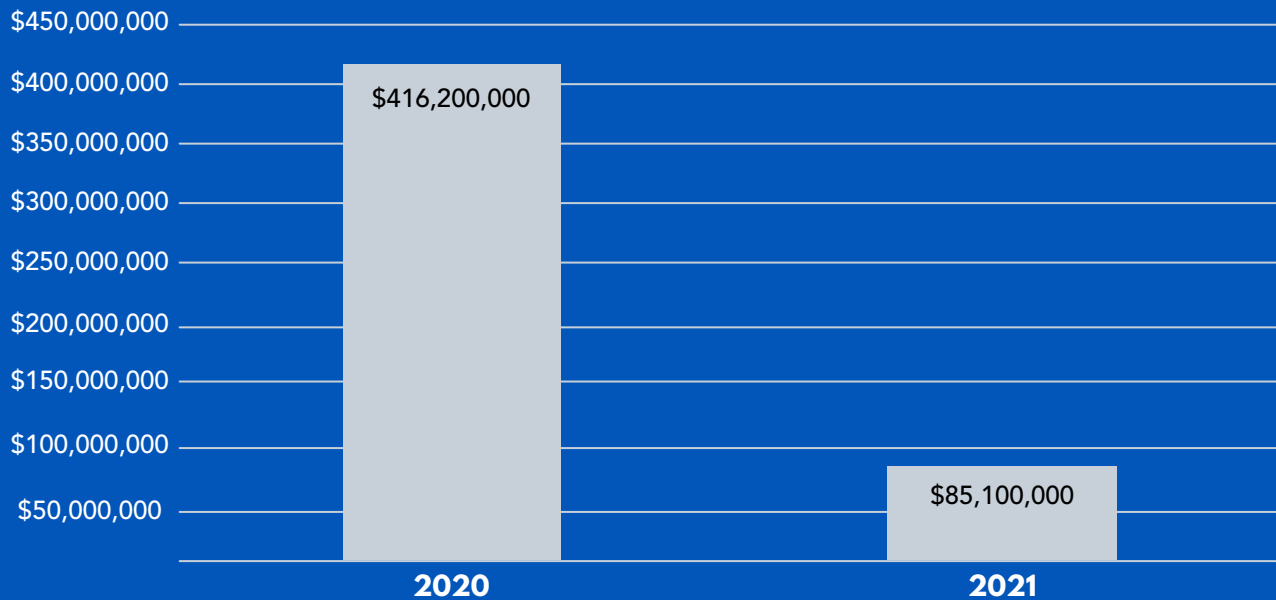
## WORK OPPORTUNITY TAX CREDIT

### CY 2021

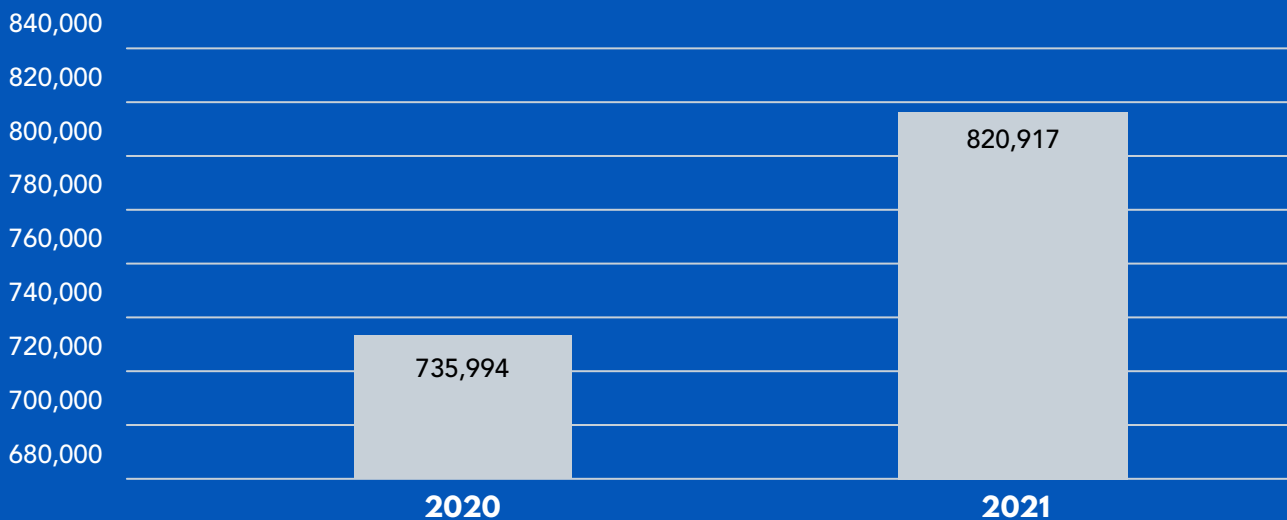
The Work Opportunity Tax Credit (WOTC) is designed to help job seekers find employment while also serving as an incentive to employers to hire individuals from certain target groups who consistently experience high rates of unemployment due to a variety of employment barriers.

- Work Opportunity Tax Credit applications received in CY 2021: **72,044**
- Work Opportunity Tax Credit applications certified in CY 2021: **15,464**
- Potential tax credits for Arkansas employers in CY 2021: **\$41,769,400**

## State Unemployment Insurance Benefits Paid in 2020 vs 2021



## Arkansas New Hires Reported in 2020 vs 2021



## UNEMPLOYMENT INSURANCE

### CY 2021

#### STATE UNEMPLOYMENT INSURANCE PROGRAM

Unemployment insurance benefits provide temporary cash assistance to those unemployed through no fault of their own.

State unemployment insurance benefits paid	\$85.1 M
Disaster Unemployment Assistance benefits paid	\$0

#### FEDERAL PANDEMIC UNEMPLOYMENT PROGRAMS

Temporary unemployment programs were created by the CARES Act to expand and extend benefits for workers and those not traditionally eligible for unemployment insurance to ensure coverage for the unemployed during the pandemic.

Federal Pandemic Unemployment Compensation	\$464.4 M
Pandemic Unemployment Assistance	\$134.9 M
Pandemic Emergency Unemployment Compensation	\$105.7 M
Extended Benefits	\$86,608
Mixed Earner Unemployment Compensation	\$34,690
Total Federal Pandemic Unemployment Benefits Paid	\$705 M

Number of **individuals** who received benefits (state and federal programs) 108,518

#### EMPLOYER WAGE REPORTS & CONTRIBUTIONS

Benefits are funded by employer contributions collected by ADWS.

Number of employers that filed quarterly wage reports	79,785
Number of employers that filed online	59,179 (74%)
Total amount of contributions paid by employers	\$145,644,297
Total amount of contributions paid online	\$64,585,991

## NEW HIRE REGISTRY

### CY 2021

Federal and State law requires employers to report newly hired and re-hired employees in Arkansas to the Arkansas New Hire Reporting Center.

- In 2021, employers reported **820,917 new hires** in Arkansas.

## TEMPORARY ASSISTANCE FOR NEEDY FAMILIES TANF PROGRAM

The Temporary Assistance for Needy Families (TANF) program is designed to help needy families achieve self-sufficiency and become less dependent on government assistance. States receive block grants to design and operate programs that accomplish one or more of the four purposes of TANF:

1. Provide assistance to needy families so that children can be cared for in their own home.
2. Reduce the dependency of needy parents by promoting job preparation, work, and marriage.
3. Prevent and reduce the incidence of out-of-wedlock pregnancies.
4. Encourage the formation and maintenance of two-parent families.

## TRANSITIONAL EMPLOYMENT ASSISTANCE (TEA) AND WORK PAYS PROGRAM PARTICIPANTS – STATE FISCAL YEARS 2019, 2020, & 2021

<i>Number of Participants</i>	SFY 2019		SFY 2020		SFY 2021	
	TEA	Work Pays	TEA	Work Pays	TEA	Work Pays
Children	7,748	1,188	6,833	906	5,178	570
Adults	3,154	637	2,798	474	2,136	299

## WORK REQUIREMENTS – FEDERAL PERFORMANCE

Federal law requires at least 50 percent of all work-eligible adults receiving Transitional Employment Assistance benefits to participate in work activities. This can include such things as on-the-job training, community service, and education directly related to employment. The U. S. Department of Health and Human Services requires each state's TANF program (known in Arkansas as TEA) to meet two work participation rates which are measurements of how well the state succeeds in helping work-eligible individuals find employment. The TEA program successfully met both overall two-parent work participation rates for federal fiscal years 2019 and 2020. This placed Arkansas among 21 other states in the nation to reach this important measurement. Although unofficial, ADWS – TANF is expected to meet both the overall and two-parent work participation rates for FFY2021.

## PROGRAM HIGHLIGHTS

### CHILDREN'S ADVOCACY CENTERS

The Children's Advocacy Center of Arkansas serves child victims of domestic abuse and their families by ensuring child abuse investigations are comprehensive and that intervention and healing services meet the needs of children. Funding from TANF provides for the development and expansion of the Children's Advocacy Program to unreached areas within the state. Across the state, 17 Child Advocacy centers collectively served over 15,000 children in the 2021 year.

### JOBS FOR ARKANSAS GRADUATES (JAG) PROGRAM

JAG's mission is to assist at-risk and disadvantaged youths to encourage them to graduate high school (or to receive a GED) and thereafter find and keep quality employment through a state-supported school-to-work transition program. Along with academic support, JAG also provides work-based learning experiences that will lead them to further education and training and rewarding careers. During state fiscal year 2021, the program served 4,381 students utilizing TANF Funding.



## ARKANSAS CAREER PATHWAYS INITIATIVE (CPI)

CPI is a post-secondary program led by the Arkansas Division of Higher Education (ADHE) in conjunction with ADWS and is fully supported by TANF funding. CPI has programs at all state two-year colleges and three technical institutions.

During SFY 2021:

- Average student age: 32 years
- Percent of female students: 92.77%
- Percent single parent students: 70%

## ARKANSAS CAREER PATHWAYS INITIATIVE (CPI)

CALENDAR YEAR	CY2017	CY2018	CY2019	CY2020	CY2021
ENROLLMENTS	4,500	4,152	4,148	3,417	3,225
EMPLOYABILITY CERTIFICATES	1,314	1,175	933	642	694
TECHNICAL CERTIFICATES	547	556	615	509	385
ASSOCIATE DEGREES	544	538	619	610	491
CERTIFICATES OF PROFICIENCY	566	625	509	391	351
GEDS	27	15	18	4	8
OTHER CERTIFICATES	539	378	163	93	97
TOTAL ATTAINMENTS	3,537	3,287	2,857	2,249	2,026

## ARKANSAS FOODBANK

During the 2021 fiscal year, TANF provided funding to the Arkansas Foodbank to establish the Emergency School Pantry Program in partnership with five other Feeding America foodbanks in Arkansas. The 36-week program provides emergency food boxes to low-income families with children enrolled in a USDA children's feeding program like Free and Reduced Lunch, Summer Feeding or After school program.

"Nearly 25% of children in Arkansas belong to families struggling with food insecurity," said Rhonda Sanders, Arkansas Foodbank CEO. "This funding provides a wonderful way to expand their access to nutritious food, especially during this time of extreme need. We're grateful for this opportunity."

- 1,439 food distribution events
- 37,973 households comprising 121,233 individuals served
- 43,226 boxes of food distributed
- An average of 22 pounds per box. This amounts to about 950,972 pounds of food distributed.

## ARKANSAS HUNGER RELIEF ALLIANCE

In collaboration with TANF, the Arkansas Hunger Relief Alliance (AHRA) was awarded \$393,750.00 in funding to go toward feeding families in need. AHRA also collaborated with the Department of Human Services, and the Department of Education/ Division of Elementary and Secondary Education. AHRA approved 30 grants (totaling to \$393,750) to 27 school districts and 3 community organizations from the 37 school districts and 12 community organizations that applied. From October 2020 to October 2021:

- ADP (average daily participation) breakfast increased over 13% - from 31,609 average daily breakfasts served in October 2020 to 35,857 average daily breakfasts served in October 2021.
- ADP lunch increased over 38% - from 45,245 average daily lunches served in October 2020 to 62,738 average daily lunches served in 2021.
- 12 subgrantee school districts even showed an increase in total breakfast meals served in October 2021 compared to meals served in October 2019, and a total of 5 subgrantee school districts showed an increase in total lunches served in October 2021 compared to October 2019.







## OFFICE OF COMPLIANCE AND INTEGRITY CY 2021

The Office of Compliance and Integrity consists of Internal Audit, Financial Monitoring, and the newly added Fraud Investigation Unit.

### FRAUD INVESTIGATION UNIT

Prior to the pandemic, the Arkansas Unemployment Insurance program had very little identity theft fraud. Every Unemployment Insurance claimant had to present valid ID in person before claims were fully processed. However, that requirement was suspended in 2020 due to the pandemic.

As a result, the risk of identity theft or “imposter fraud” greatly increased. This risk was compounded by the added monetary incentives established by the CARES Act as well as the overwhelming volume of legitimate UI claims. In response to the newly realized threat of imposter fraud, the Arkansas Division of Workforce Services created a Fraud Investigation Unit utilizing existing resources from the Internal Audit team.

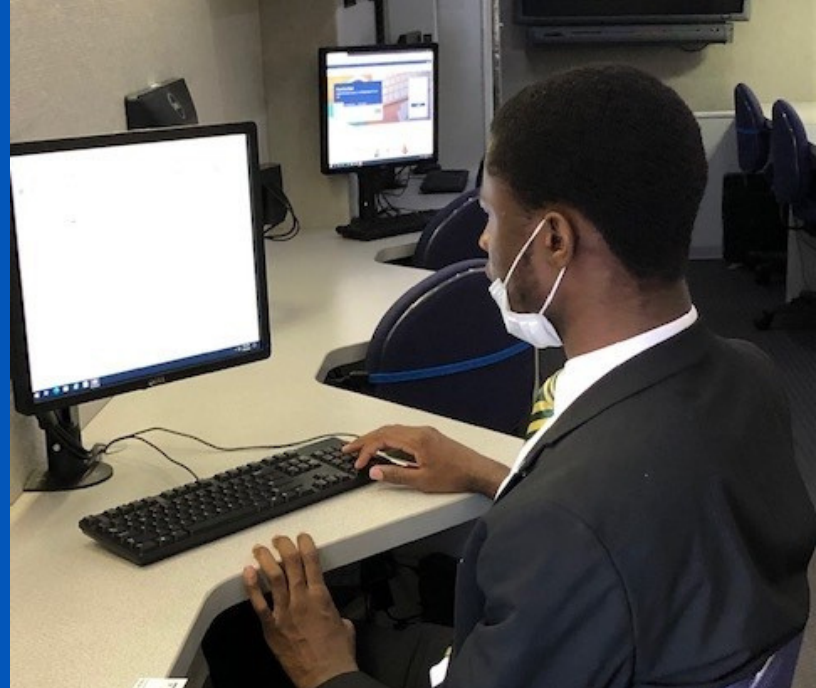
A federal working group was assembled including resources from the Office of Inspector General, Secret Service, United States Postal Service, and Federal Bureau of Investigation.

Supplemental fraud funding provided an opportunity to expand the staffing resources of the new unit and obtain new innovative solutions.

## INFORMATION DESK CY 2021

- The ADWS Information Desk fielded **19,710** calls in CY 2021.







*July 1, 2019, the Transformation and Efficiencies Act of 2019 went into effect, adding Adult Education, Arkansas Rehabilitation Services, and Division of Services for the Blind to the Arkansas Division of Workforce Services.*

## ADULT EDUCATION

### CY 2021

The Division of Workforce Services, Adult Education Section provides state and federal grant funding to 37 adult education providers across the state. Services are provided in all 75 counties and include adult basic skills instruction, GED® test preparation, English Language Acquisition, workforce preparation and training programs, family literacy, college and career transition, and workplace classes.

Since 2018, students have earned over 1,147 credentials and certifications through the adult education program, including Certified Nursing Assistant (27%), OSHA (19%), ServSafe (17%), and Pre-Apprenticeships (13%). Arkansas ranks fourth in the nation with a GED pass rate of 87% compared to 76% at the national level. During the 2020-21 program year, out of 2,381 GED test completers, 2,066 examinees earned their Arkansas High School Diploma.

## ARKANSAS REHABILITATION SERVICES

### CY 2021

Arkansas Rehabilitation Services' mission is to prepare Arkansans with disabilities to work and lead productive and independent lives. To achieve its mission, ARS provides a variety of 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.

[2021 Arkansas Rehabilitation Services Annual Report](#)

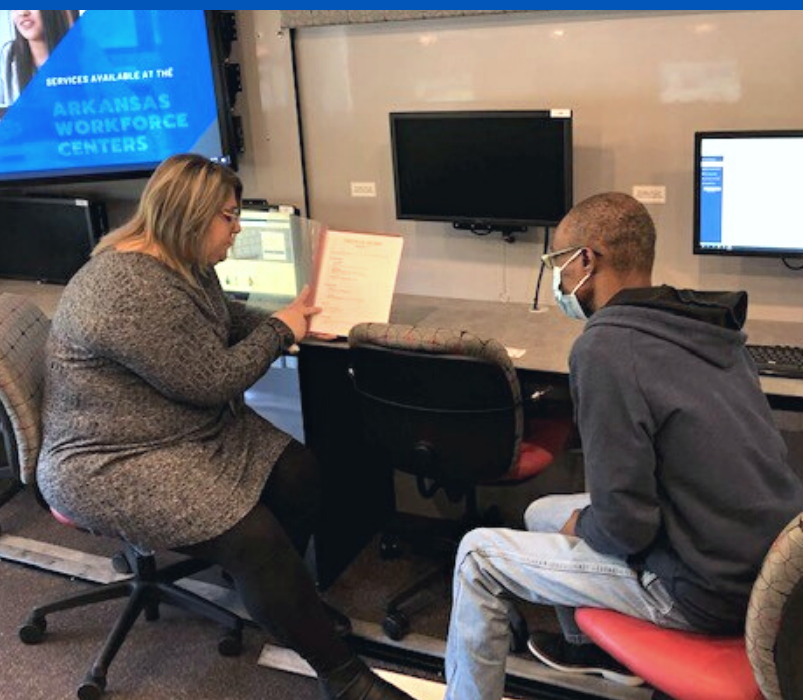
## DIVISION OF SERVICES FOR THE BLIND

### CY 2021

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. There are 10 field offices across the state serving all 75 counties.

During 2021, DSB completed 295 Vocational Rehabilitation (VR) applications, closing 169 cases as Rehabilitated, and completed 218 applications for the Older Individuals Who Are Blind program (OIB), closing 81 cases as Goals Met. Median quarterly earnings for Program Year 2021 came to \$5,263.50. DSB consumers gained employment as childcare workers, teachers, nurses, floral designers, and managers. DSB is currently (March 2022) serving 740 VR clients, 73 potentially eligible clients, and 295 OIB clients.

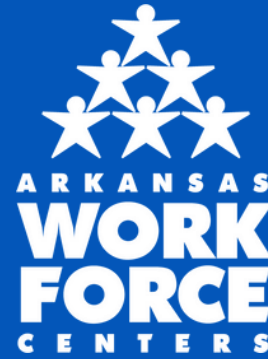












Equal Opportunity Employers/Programs  
Auxiliary aids and services available upon request to disabled individuals.  
Voice 1-800-285-1121 | TDD 1-800-285-1131

ADWS maintains many websites to assist job seekers, employers and the general public.

[www.dws.arkansas.gov](http://www.dws.arkansas.gov)      [www.arjoblink.arkansas.gov](http://www.arjoblink.arkansas.gov)  
[www.discover.arkansas.gov](http://www.discover.arkansas.gov)      [www.careerwarch.org](http://www.careerwarch.org)

Employment Assistance  
Unemployment Insurance  
Governor's Dislocated Worker Task Force  
Temporary Assistance for Needy Families  
Adult Education  
Division of Services for the Blind  
Arkansas Rehabilitation Services  
New Hire Registry  
Labor Market Information  
Work Opportunity Tax Credit